



DEFENSE MANPOWER DATA CENTER

**SERVICEMEMBERS CIVIL
RELIEF ACT WEBSITE
USERS GUIDE**

VERSION 5.8

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Welcome to SCRA

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The SCRA website will help you determine if an individual is/was actively serving on active duty, or received a notice to serve, on a given date.

If you need to learn if an individual was actively serving, received a notice to serve, or was serving 367 days prior to a given date (e.g., loan date, default date, foreclosure date, etc.), you can specify the 'Active Duty Status Date', and the website will provide you with the information you need as to the status of the individual on that date.

Overview

The Servicemembers Civil Relief Act (SCRA) (50 USC App. § 3901 et seq, as amended), formerly known as the Soldiers' and Sailors' Civil Relief Act of 1940, provides important safeguards to members on active duty status in the area of financial management, including rental agreements, security deposits, evictions, installment contracts, credit card interest rates, mortgages, civil judicial proceedings, income tax payments, etc. As a financial service provider, this website will help you verify if an individual is eligible for the provisions of SCRA.

This document is intended to be used with the Defense Manpower Data Center (DMDC) SCRA website. The website supports laws and privileges related to active duty Service members and are free to the public.

The website will enable you to input identifying information along with a specific Active Duty Status Date and determine if the individual:

- Is on active duty on the date in question,
- Has left active duty within 367 days of the date in question, or
- Has been notified of call-up to active duty before the date in question.

What You Will Learn

In this guide, you will learn how to:

- Retrieve information on one individual, in real-time (Single Record Request).
- Obtain an individual's SCRA Certificate.
- Create and manage an Account (create an account, reset a forgotten password, a disabled account, etc.) with which you can retrieve information on multiple individuals at once (known as a Multiple Record Request, or "batch" request).

- Log In (for Single and Multiple Record Requests)
- Format/Upload 'Request' files for Multiple Record Request(s).
- Download 'Result' file(s).
- Download Certificates for Multiple Record Request(s).
- Troubleshoot errors received while navigating through the site.



DoD Support

The Department of Defense (DoD) strongly supports the enforcement of the Servicemembers Civil Relief Act. Information provided is in support of Title 10 and a part of Title 14 for Army, Navy, Marine Corps, Air Force, NOAA, Public Health and Coast Guard. The data is extracted from DMDC's Defense Eligibility and Enrollment Reporting System (DEERS) database, which is the official source of data regarding eligibility for uniformed services medical care and other benefits and entitlements.

DMDC has issued thousands of "*does not possess any information indicating that the individual is currently on active duty*" responses and has experienced a very small error rate. Nevertheless, if you receive the above response and a family member, friend, or representative asserts that the individual is or was on active duty status for the active duty status date, or is otherwise entitled to the protections of the SCRA, you are strongly encouraged to obtain further verification of the person's status by contacting the associated Service. Service contact information can be found at: <https://scra.dmdc.osd.mil/scra/#/faqs>. If you have evidence the individual is or was on active duty on the active duty status date provided and you fail to obtain this additional Service verification, punitive provisions of the SCRA may be invoked against you. See 50 USC App. § 3931(c).

Consent to Monitor

The SCRA Website, <https://scra.dmdc.osd.mil>, is a U.S. Government (USG) Information System (IS). As such, users must accept the "Consent to Monitor" terms in order to access the website. Upon entering the website, users will be prompted to click on the "Accept" button. If users do not click on the "Accept" button, they will not be able to access the site or its contents.

The terms for the "Consent to Monitor" are as follows:

- The USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations.
- At any time, the USG may inspect and seize data stored on this IS.
- Communications using, or data stored on, this IS are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG-authorized purpose.
- This IS includes security measures (e.g., authentication and access controls) to protect USG interests--not for your personal benefit or privacy.

- Notwithstanding the above, using this IS does not constitute consent to PM, LE or CI investigative searching or monitoring of the content of privileged communications, or work product, related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Such communications and work product are private and confidential. See User Agreement for details.

Useful Terminology

Below are some brief definitions of terms you will see as you navigate through the SCRA website:

- **Active Duty Status Date** The active duty status of the individual will be determined for this date. SCRA only reports on active duty dates from September 30, 1985 to present. (Note: SCRA 2.0 referred to this field as the “Date of Interest.”)
- **Certificate** A document used as apparent evidence of the active duty status of the specified individual.
- **DOB** Date of birth
- **EID** Early Identification Date of notification, a notice for Reserve and Guard members to report to active duty at a future date. SCRA only reports on EID dates from October 2003 up to the current date.
- **SSN** Social Security Number
- **Title 10** Title 10 of the United States Code outlines the role of Armed Forces and the legal basis for the roles, missions and organization of each of the Services as well as the United States Department of Defense.
- **Title 14** Title 14 of the United States Code outlines the role of the United States Coast Guard.
- **Title 32** Title 32 of the United States Code outlines the role of the United States National Guard. The National Guard is established under Title 32, but members are frequently activated to support the DoD, in which case their orders are covered under Title 10.



Look for this icon throughout the Guide for more useful tips and/or suggestions

IMPORTANT! – Please watch the “News and Alerts” portion of the Home Page DAILY for the latest information on known website issues as well as information on future and current releases!

Single Record Request

2

Request a Single Record

You can request a Certificate verifying the Active Duty Status for an individual on a specified date

To perform a Single Record Request:

1. Choose “Single Record Request” from the navigation bar on the Home Page. (<https://scra.dmdc.osd.mil>).

Note: if this is your first time accessing the website and you receive a Security Certificate error message, see: Q1 in the [Troubleshooting and FAQs](#) section of this Guide.



Figure 1. Select Single Request/Home

2. Click “Single Record Request” tab.
3. Log in to your account.
Note: For instructions on how to log in to an account go to [Log in](#). If this is your first time requesting single or multiple records, you must [create a new account](#). If you’ve forgotten your password, please refer to [Forgot Your Password](#) for instructions on how to reset your password.
4. Once the SCRA Single Record Request screen appears ([see Figure 2](#)), complete the [required fields](#). If the individual’s SSN is unavailable, you can also obtain information by providing a Last Name and Date of Birth.

Note: To confirm the accuracy of the information provided, please repeat the SSN (if available) in the corresponding duplicate field.

Important: If the Active Duty Status Date is not entered, the search will be based on the 'Default Active Duty Status Date' (today's date).

Single Record Request

Use this page to request a Certificate verifying Active Duty Status for an individual on a specified date.

***SSN is NOT required. Unless you are a financial institution or otherwise required to collect SSNs, you should not require individuals to provide you with their SSN for the sole purpose of conducting a query on this website. Searches can be conducted using Name and Date of Birth alone. Providing additional details such as First Name, Middle Name, or SSN, if already known, will increase the accuracy of the match.**

SSN

Repeat SSN

Birth Date
MM/DD/YYYY(e.g. 09/18/2012)

Last Name

First Name

Middle Name

Active Duty Status Date
MM/DD/YYYY (The default will be set to today's date)

Security Check

If prompted by reCAPTCHA, select each image that contains the object described in the text. Click "VERIFY" when you have selected all images that apply. For an audio challenge, click on the headphone icon. Next, press "PLAY" and enter the words you hear. Click "VERIFY" when you have completed entering the words.

Terms of Use Agreement:

Permissible Uses: Access to this website is restricted to financial institutions, collection agencies, and others with financial and legal transactions with eligible service members for the sole purpose of ensuring that those service members receive Servicemembers Civil Relief Act (SCRA) protections in accordance with 50 U.S.C. Chapter 50. All other use is strictly prohibited.

VIOLATIONS OF THESE TERMS OF USE MAY RESULT IN IMMEDIATE TERMINATION OF ACCESS TO THE SERVICES OF THIS WEBSITE WITHOUT PRIOR NOTICE.

UNAUTHORIZED ACCESS MAY SUBJECT YOU TO CRIMINAL PENALTIES INCLUDING POTENTIAL FINES AND IMPRISONMENT IF YOU MAKE A FALSE REPRESENTATION TO GAIN ACCESS TO THE SERVICES OFFERED ON THIS WEBSITE OR OBTAIN INFORMATION UNDER FALSE PRETENSES. 18 U.S.C. § 1001

By clicking the box marked "I accept," you indicate that you have read and agree to the Terms of Use and that you certify, under penalty of perjury, that you are only using this website for the permissible uses identified in this Agreement.

I Agree

Tips & Notes

- Without a Social Security Number, DDMC cannot authoritatively assert that this is the same individual that your query refers to. Name and date of birth alone do not uniquely identify an individual.
- Check your data entry before submitting it.
- Response may take up to 15 seconds after clicking "Submit".

Resources

- Download Adobe Reader
- Unexpected Results?



Responses to your inquiries are based on the information you provide to DMDC.

Providing erroneous information will not provide you with the information you seek.

Figure 2. Single Record Request

5. Click the box marked "I Agree" to indicate that you have read and agree to the Terms of Use.
Note: You must agree to the Terms of Use in order run a Single Record search.
6. Click "Submit"

7. If prompted by reCAPTCHA, select each image that contains the object described in the text. Click "VERIFY" when you have selected all images that apply. For an audio challenge, click on the headphone icon. Next, press "PLAY" and enter the words you hear. Click "VERIFY" when you have completed entering the words.
Note: If there are no squares that match the description, click the "SKIP" button. If you cannot view the image, click on the refresh icon (circling arrows) for a new visual challenge.
8. The website will process the request to search for the individual's active duty status (if any) based on the information provided.
Note: A search typically takes 10-15 seconds, but can be over 30 seconds. See the [Troubleshooting and FAQs](#) section of this Guide if you encounter any errors/issues.
9. Once the request has been processed, the website will provide a SCRA Certificate reporting the active duty status for the individual, in PDF format. See [View/Print the Certificate](#) for additional information about the Certificate provided.

To clear the Single Request screen:

1. On the SCRA Single Record Request screen, click Clear.
2. All fields on the screen will be cleared of previously entered text.

Single Record Request Required Field Descriptions

- **SSN**
The Social Security Number must be entered without spaces or dashes (e.g., 00022333). It must be nine numbers long and include leading zeros, if necessary.
- **Repeat SSN**
The Repeat Social Security Number and Social Security Number must match.
- **Birth Date**
The Birth Date must be numeric in the following format: YYYYMMDD. If a date of birth is not used you may substitute 8 blank spaces. No dates before 19000101 and no future dates are allowed.
- **Last Name**
This is the last name of the person of interest. Entries in this field must be alphabetic (A-Z or a-z). No special characters, other than the blank space " ", the dash "-", and the apostrophe "'", are allowed. Do not include suffixes (Jr., Sr., III, etc.).
- **First Name**
This is the first name of the person of interest. Entries in this field must be alphabetic (A-Z or a-z). No special characters, other than the blank space " ", the dash "-", and the apostrophe "'", are allowed.
- **Middle Name**
This is the middle name of the person of interest. Entries in this field must be alphabetic (A-Z or a-z). No special characters, other than the blank space " ", the dash "-", and the apostrophe "'", are allowed.
- **Active Duty Status Date**

The date queried to determine the status of the individual – to check whether or not the individual was actively serving, received a notice to serve, or was serving 367 days prior to the given date, or not. The date can be the loan origination, foreclosure, etc. It must be numeric in the following date format: YYYYMMDD. The date must be on or after 19850930 and cannot be a future date. A future date is equal to the current date plus 1 day.

View/Print the Certificate for a Single Record Request

Certificates are provided as a result of a Single Request inquiry. Depending on the number of records returned from the search, one of the following Certificates will be provided:

1. [Status Report \(single match found\)](#)
2. [Status Report \(multiple matches found\)](#)

The Status Report (single match found) will include the name provided on the Single Request Screen, the Active Duty Status Date, the Active Duty Start Date, the Active Duty End Date, the Active Duty Status, and the Service Component for each of the following conditions:

- On Active Duty On Active Duty Status Date
- Left Active Duty Within 367 Days of the Active Duty Status Date
- The Member or His/Her Unit Was Notified of a Future Call-Up To Active Duty on the Active Duty Status Date

Example:



To obtain certificates on multiple individuals at one time, you must use Multiple Record Request.



Status Report Pursuant to Servicemembers Civil Relief Act

SSN: XXX-XX-6789
 Birth Date: Jan-XX-2000
 Last Name: SMITH
 First Name: JOHN
 Middle Name: DOE
 Status As Of: Jul-21-2017
 Certificate ID: FNEXPVDUADPQN69

On Active Duty On Active Duty Status Date			
Active Duty Start Date	Active Duty End Date	Status	Service Component
NA	NA	No	NA
This response reflects the individuals' active duty status based on the Active Duty Status Date			

Left Active Duty Within 367 Days of Active Duty Status Date			
Active Duty Start Date	Active Duty End Date	Status	Service Component
NA	NA	No	NA
This response reflects where the individual left active duty status within 367 days preceding the Active Duty Status Date			

The Member or His/Her Unit Was Notified of a Future Call-Up to Active Duty on Active Duty Status Date			
Order Notification Start Date	Order Notification End Date	Status	Service Component
NA	NA	No	NA
This response reflects whether the individual or his/her unit has received early notification to report for active duty			



To improve the quality of the match results, DMDC recommends that you enter as much known information as possible.

Figure 3. Status Report (Single Match)

The Status Report (multiple matches found) is provided for informational purposes only and will include the Name and Active Duty Status Date based on the information provided; however since multiple records were found, DMDC cannot definitively identify the individual and therefore cannot release any information.

Example:

Department of Defense Manpower Data Center Results as of : Aug-08-2017 03:17:21 PM
SCRA 4.0



Status Report
Pursuant to Servicemembers Civil Relief Act

SSN: XXX-XX-XXXX
 Birth Date: Mar-XX-1965
 Last Name: LIGHTYEAR
 First Name:
 Middle Name:
 Status As Of: Aug-08-2017

On Active Duty On Active Duty Status Date			
Active Duty Start Date	Active Duty End Date	Status	Service Component
BASED ON THE PERSONAL INFORMATION YOU PROVIDED, THERE ARE MULTIPLE RECORDS. ACCORDINGLY, DMDC CANNOT DEFINITELY IDENTIFY THE INDIVIDUAL AND IS UNABLE TO RELEASE ANY INFORMATION. WE STRONGLY RECOMMEND IN THIS CASE THAT YOU CALL THE SERVICE SCRA FOR ADDITIONAL VERIFICATION. A URL FOR THE SERVICE SCRA POINTS-OF-CONTACT IS PROVIDED BELOW.			

HOWEVER, WITHOUT A SOCIAL SECURITY NUMBER, THE DEPARTMENT OF DEFENSE MANPOWER DATA CENTER CANNOT AUTHORITATIVELY ASSERT THAT THIS IS THE SAME INDIVIDUAL THAT YOUR QUERY REFERS TO. NAME AND DATE OF BIRTH ALONE DO NOT UNIQUELY IDENTIFY AN INDIVIDUAL.

Figure 4. Status Report (Multiple Match)



WARNING

If you receive a response indicating DMDC *"does not possess any information indicating that the individual is currently on active duty"*, yet you have evidence the individual is or was on active duty for the Active Duty Status Date, and you fail to obtain additional Service verification, punitive provisions of the Servicemembers Civil Relief Act may be invoked against you. See 50 USC App. § 3931(c).

To print the Single Record Request Certificate:

1. From your browser menu bar choose *File > Print*.
2. Select the destination printer.
3. Click Print.

Multiple Record Requests

3

Request Multiple Records

You can request information on multiple individuals for current and historical Active Duty Status Dates.

To request information for multiple individuals:

1. Choose “Multiple Record Request” from the navigation bar on the Home Page (<https://scra.dmdc.osd.mil>).

Note: If this is your first time accessing the website and you receive a Security Certificate error message, please see: Q1 in the [Troubleshooting and FAQs](#) section of this Guide.



Figure 5. Select a Multiple Record Request

2. Click “Multiple Record Request” tab.
3. Log in to your account
Note: For instructions on how to log in to an account go to [Log in](#). If this is your first time requesting single or multiple records, you must [create a new account](#). If you’ve forgotten your password, please refer to [Forgot Your Password](#) for instructions on how to reset your password.
4. Once the SCRA Multiple Record Request – Upload File(s) screen appears you are presented with the ability to upload request files and view the File Status of any previously uploaded files (if applicable).
Please refer to the [Download Results](#) section of this Guide for more information.



Certificates are not provided by default on individuals when requesting multiple records at a time.

If you require a certificate for reference, you must select the option to generate certificates.

Figure 6. Upload File for Multiple Record Request

5. Click “Choose Files” to add a new file to the upload list.
Note: If this is your first time at this website, it is imperative that you review [Formatting the Request File](#) prior to uploading a file.
6. A window displays allowing you to browse your computer’s directory and select the request file.
7. Once you locate and select the file, the filename will appear in the “Files for Upload” list. Please review [Guidelines for File Names](#) prior to uploading file.
8. If Certificates are required for the uploaded files, click “Yes” to the prompt to have a Certificate file generated.
Note: The default is set to “No”, meaning the Certificate file is not required and will not be created.

Home Single Record Request **Multiple Record Requests** User's Guide FAQs News Contact Us My Account

Multiple Record Requests

Use this page to:

- Request the status of multiple individuals and/or of a single individual for multiple dates.
- Download the results of a status inquiry.

***SSN is NOT required. Unless you are a financial institution or otherwise required to collect SSNs, you should not require individuals to provide you with their SSN for the sole purpose of conducting a query on this website. Searches can be conducted using Name and Date of Birth alone. Providing additional details such as First Name, Middle Name, or SSN, if already known, will increase the accuracy of the match.**

Upload Requests Download Results

The uploaded request file must be a .txt file in a very specific format (fixed format). Please see the sample files under Resources and the complete descriptions in the User's Guide.

Certification Request Files for Upload

+ Choose Files Clear All

SCRA_ExampleRequestFile.txt

Do you require certificates for the uploaded files? Yes No
 For what population(s) do you want the certificates? (Select one or all)

Certificate(s) for Individuals in Active Duty Status
 Certificate(s) for Individuals not in Active Duty Status

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By clicking the box marked "I accept," you indicate that you have read and agree to the Terms of Use and that you certify, under penalty of perjury, that you are only using this website for the permissible uses identified in this Agreement.

I Agree

Upload

Files Uploaded in Last 24 Hours (0 files) Download Results (Display all files)

File ID	Filename	Upload Status	Date Uploaded	Size	Certs Required

 For each account, a maximum of 50 Request files can be uploaded within a 24 hour period.

Each Request file cannot contain more 250,000 records.

Figure 7. File Selected for Upload

- If you select "Yes", you are prompted to select the population you want the certificates for – individuals on active duty service and/or individuals not on active duty service.
- Click the box marked "I Accept" to indicate that you have read and agree to the Terms of Use.
Note: You must agree to the Terms of Use in order run a Multiple Record search.
- After making your certificate selection and agreeing to the Terms of Use, click "Upload".
- The system will validate your file to ensure it is in a useable format. If it is, the file will be uploaded. If it is not in the correct format, you will be notified immediately. A file will not be processed unless it is validated.

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The uploaded request file must be a .txt file in a very specific format (fixed format). Please see the sample files under Resources and the complete descriptions in the User's Guide.

Certification Request Files for Upload

+ Choose Files

Do you require certificates for the uploaded files? Yes No

For what population(s) do you want the certificates? (Select one or all)

Certificate(s) for Individuals in Active Duty Status

Certificate(s) for Individuals not in Active Duty Status

Upload

Files Uploaded in Last 24 Hours (2 files) [Download Results \(Display all files\)](#)

File ID	Filename	Upload Status	Date Uploaded	Size	Certs Required
A1274	SCRA_ExampleRequestFile.txt	✓	06/26/2019 12:12 PM	364 B	Yes (AD)

Figure 8. Files Uploaded

- Return to the website in 24 hours to check the status of the file under the "File Status" portion of our screen. The Results file and the Certificate file will not necessarily be ready to download at the same time.

Upload Requests | **Download Results**

There are two types of downloadable files:

- The results file is a .txt file.
- The certificate file is either a PDF or a Zip file. It will not be present if certificates were not requested.

File Status [Refresh List](#) Rows Per Page | 10

File ID	Upload Filename	Date Uploaded	Result File Status	Certificate File Status
1952	Sample_File.txt	07/21/2017 2:28 PM	Download	Download

First Previous **1** Next Last

Go to Page of 1

Figure 9. Files Complete, Ready for Download

- If the Results file has completed processing, the Result/Certificate File Status field, on the Download Results tab, will display the Results Ready Icon (📄) and a *Download* link.
- Click the "Download" link. A window displays and you can browse your computer's directories and select where to save the Results file.
- If you selected Yes, to the "Do you require certificates..." option, the Certificate File Status field will display the certificate status. If the certificate file has finished processing, the status field will display the Certificate Ready Icon (📄) and the *Download* link.

17. Selecting the Certificate file “Download” button will display a dialog box prompting you to select ZIP or PDF download format. Make a selection.

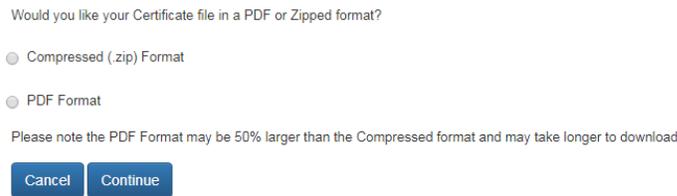


Figure 10. Certificate Format

18. Click Submit. A window displays and you can browse your computer’s directory and select where to save the Certificate file.

See the [Troubleshooting and FAQs](#) section of this Guide if you encounter any errors/issues.

File Status

1. *All records in error*
File processed but no records to process further as all records errored out.
2. *File Uploaded*
File uploaded with at least one record to process in batch.
3. *Processing*
Requests being processed.
4. *Complete*
Requests processing complete.
5. *Download Complete*
You have downloaded the result file. No error encountered during download.
6. *Upload stopped due to system error*
Error encountered in the web application during upload. Please try your upload again.
7. *Download stopped due to system error*
Error encountered in the web application during download. Please try your download again.
8. *System error*
Please upload your file again, an error occurred during processing.
9. *File size too big*
File exceeds the maximum size allowed. Please ensure your file is no more than 250,000 records.
10. *Exceeded limit of 50 Files within 24 hours*
File exceeds the limit of 50 files submitted within a 24 hour period.
11. *Upload in process*
The file is in the process of being uploaded.

12. *No Rows Uploaded*
No records from the file were uploaded. Please ensure your file conforms to the file format in this document.
13. *Only Non-Affiliated Records Uploaded*
All records in the file were Non-Affiliated Records.
14. *Download Period Expired*
The File was uploaded more than 15 days in the past and the download period has expired. The records are no longer available. Please resubmit your file if you need these results.
15. *Certificates Requested*
User has requested certificate generation.
16. *Certificates In-Progress*
The Certificate File is being generated.
17. *Certificates Completed*
The Certificate file has completed.
18. *Certificates Failed*
The Certificate file generation failed.

The SCRA Multiple Record Request – Upload File(s) tab will display the File ID, File Name, Upload Status, Upload Date, Size, and Certificate Required. Download Request(s) tab will display File ID, Upload Filename, Upload Date, Results File Status, and Certificate File Status for each file that has been uploaded. The Upload Date displays the date and time the file was uploaded. Fifteen days after the upload date, the file expires and is no longer available for download. Thirty days after the download date, the historical record of this file is no longer visible.

Note: If you're returning to the website after an extended period of time (i.e., the minimum 24 hour processing time) you must first [Log In](#) before you can check the status of a file.

Guidelines for File Names

Included are the guidelines for creating file names for up load of Multiple Record requests:

- Allowed:
 1. Upper and lower letters: a-z
 2. Numbers 0-9
 3. The underscore character (_)
- Not Allowed:
 1. Spaces
 2. Additional periods before the extension
 3. Any special symbols or characters not mentioned above
- Files Must end in .txt
- Length of name (not counting extension) is a maximum of 30 characters

Formatting the Request File

A Request file contains information on multiple (up to 250,000) individuals and can be used to retrieve all associated status information at one time. The Request file must be formatted correctly to allow the DMDC database to read and process the information in it (see [Request File Example](#) for a visual reference).

Criteria for Matching an Individual

While *every field* must be accounted for, the three fields that are most important for validating a match are:

- Social Security Number (SSN)
- Last Name
- Active Duty Status Date

Note: Entries that are not valid will be represented in the Result file with an [Error code](#).

File Information/Limitations

The Request file must be provided as follows:

- The file format must be 'fixed width' (See [Request File Layout/Format](#) table for Positions/Lengths)
- The file can contain numbers (0-9)¹, letters (A-Z or a-z), and spaces ().² The use of any other characters not previously listed will result in an ["Error Uploading File"](#) message.
- The file must be saved as a .txt (text only) file type
- The file must be UTF-8 encoded flat text

¹ Name fields (Last, First, and Middle) are exceptions as they cannot contain numbers (0-9) but can include dashes (-) and apostrophes (').

² The Customer Record ID field can also include dashes (-) and apostrophes (').

This is the last name of the person of interest. Entries in this field must be alphabetic (A-Z or a-z). No special characters, other than the blank space " ", the dash "-", and the apostrophe "'", are allowed. Do not include suffixes (Jr., Sr., III, etc.).

- **First Name**
This is the first name of the person of interest. Entries in this field must be alphabetic (A-Z or a-z). No special characters, other than the blank space " ", the dash "-", and the apostrophe "'", are allowed.
- **Customer Record ID**
This is an optional field for your personal use. It could be a loan ID or any other identifier you would like to link with the record. Entries in this field must be alphanumeric (A-Z, a-z, 0-9). No special characters, other than the blank space " ", the dash "-", and the apostrophe "'", are allowed.
- **Active Duty Status Date**
The date queried to determine the status of the individual – to check whether or not the individual was actively serving, received a notice to serve, or was serving 367 days prior to the given date, or not. The date can be the loan origination, foreclosure, etc. It must be numeric in the following date format: YYYYMMDD. The date must be on or after 19850930 and cannot be a future date. A future date is equal to the current date plus 1 day.
- **Middle Name**
This is the middle name of the person of interest. Entries in this field must be alphabetic (A-Z or a-z). No special characters, other than the blank space " ", the dash "-", and the apostrophe "'", are allowed.

Download Results

Once a Request file has been successfully completed, a Result file will be available to download to your computer. The result file contains the SCRA version number in the prefix of the filename, e.g., `scra4_0_myfilename.txt`. When upgrades to SCRA occur, this allows you to identify the version of SCRA that processed the file.

Note: If you have left the SCRA website, you must [Log In](#) to obtain Result file(s).

To download a Result file:

1. Once logged in, the SCRA Multiple Record Request – Download Results(s) screen provides a list of files available for downloading.



Responses to your inquiries are based on the information provided to DMDC.

Providing erroneous or improperly formatted information will not provide you with the information you seek.

[50 USC Appx. §3501 et seq. as amended] The services provided on this site are FREE Manage | Logout

Welcome to the Official
Servicemembers Civil Relief Act (SCRA) Website

Home Single Record Request **Multiple Record Requests** User's Guide FAQs News Contact Us My Account

Multiple Record Requests

Use this page to:

- Request the status of multiple individuals and/or of a single individual for multiple dates.
- Download the results of a status inquiry.

[Upload Requests](#) [Download Results](#)

There are two types of downloadable files:

- The results file is a .txt file.
- The certificate file is either a PDF or a Zip file. It will not be present if certificates were not requested.

File Status [Refresh List](#) Rows Per Page

File ID	Upload Filename	Date Uploaded	Result File Status	Certificate File Status
A1275	SCRA_ExampleRequestFile.txt	06/26/2019 12:24 PM	Download	Download
A1274	SCRA_ExampleRequestFile.txt	06/26/2019 12:12 PM	Download	Download
A1273	SCRA_ExampleRequestFile.txt	06/26/2019 12:10 PM	Download	N/A

First Previous **1** Next Last [Go To Page](#)

Steps to Retrieve Results

- Locate correct upload file in the table. If output is ready, click the Download link.
- Open and/or save results
- Interpret the results file
 - For examples, see Resources below
 - For complete descriptions, see the User's Guide

Tips & Notes

- Allow up to 24 hours for results to be ready for download.
- Results are available for only a limited time:
 - 15 days (Results files)
 - 8 days (Certificate files)

Resources

- User's Guide
- Privacy Notice
- Example Upload File
- Annotated Upload File
- Annotated Result File
- Download Adobe Reader

Legend

- Upload/Download complete
- Results ready
- Certificate ready
- Processing
- Warning (various types)
- Error (various types - files will not be processed)
- N/A Certificates not requested

Privacy Notice No Fear Act Notice USA Gov SCRA 5.0

Figure 11. File Status

- Locate the desired Result file in the list and click Download in the Results File Status column associated with that file.

3. A window will appear so you can navigate to the location on your computer where you want to save the file.

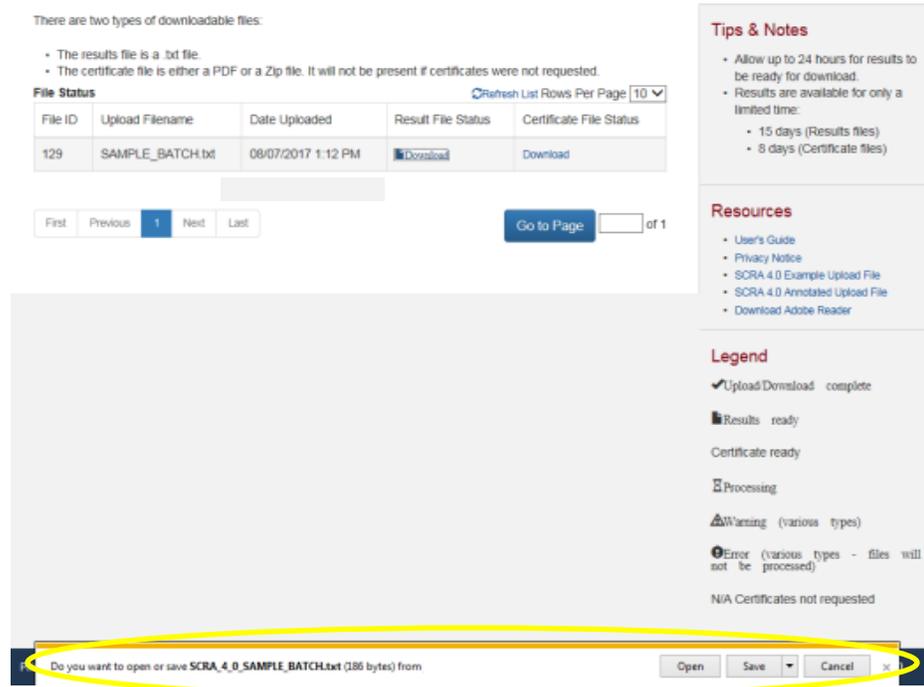


Figure 12. Open or Save File

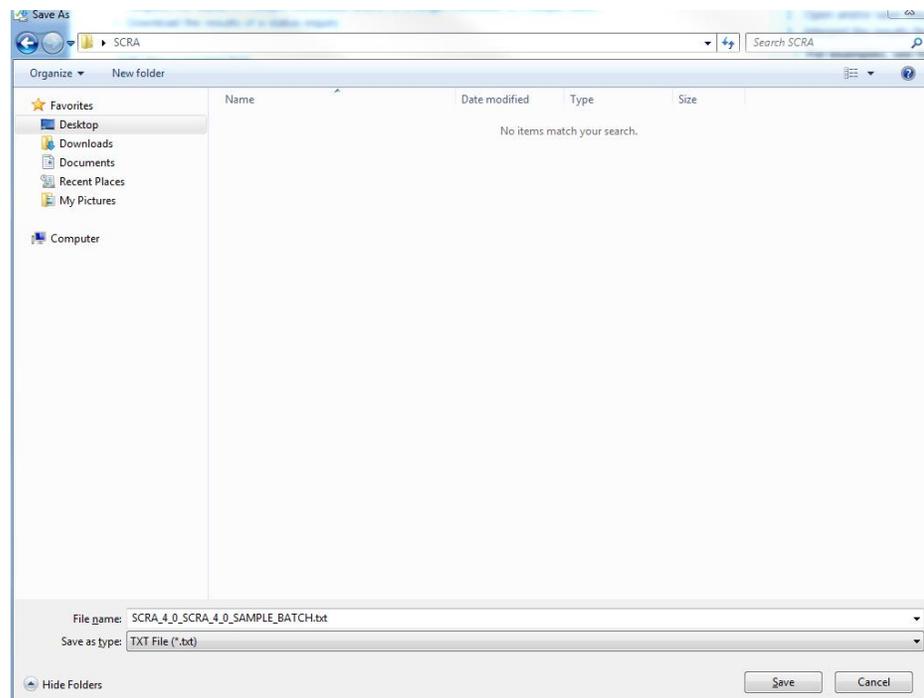


Figure 13. Save File

4. After saving the file, you are returned to the SCRA Multiple Record Request – Upload File(s) screen.

Result File Layout/Format

Position	Length	Type	Field Name	Format
1-9	9	Numeric	Social Security Number (SSN)	Left Justified
10-17	8	Numeric	Date of Birth	Left Justified; YYYYMMDD
18-43	26	Alphabetic plus Dash (-) and Apostrophe (')	Last Name	Left Justified
44-63	20	Alphabetic plus Dash (-) and Apostrophe (')	First Name	Left Justified
64-91	28	Alphanumeric plus Dash (-) and Apostrophe (')	Customer Record ID	Left Justified
92-99	8	Numeric	Active Duty Status Date	Left Justified; YYYYMMDD
100	1	Alphanumeric	Blank	Left Justified
101	1	Alphanumeric	On Active Duty on the Active Duty Status Date	Left Justified
102	1	Alphanumeric	Left Active Duty <=367 Days from the Active Duty Status Date	Left Justified
103	1	Alphanumeric	Notified of Active Duty Recall on Active Duty Status Date	Left Justified
104-111	8	Numeric	Active Duty End Date	Left Justified
112	1	Numeric	Match Result Code	Left Justified
113	1	Numeric	Error	Left Justified
114-121	8	Numeric	Date of Match	Left Justified; YYYYMMDD
122-129	8	Numeric	Active Duty Begin Date	Left Justified; YYYYMMDD
130-137	8	Numeric	EID Begin Date	Left Justified; YYYYMMDD
138-145	8	Numeric	EID End Date	Left Justified; YYYYMMDD
146-147	2	Alphanumeric	Service Component	Left Justified
148-149	2	Alphanumeric	EID Service Component	Left Justified
150-169	20	Alphabetic plus Dash (-) and Apostrophe (')	Middle Name	Left Justified
170-184	15	Alphanumeric	Certificate ID	Left Justified

Field Name Descriptions

For every individual in the Request file, their personal information and the Active Duty Status Date is returned for reference. Match results are added to the end of each record.

- **SSN**
The Social Security Number of the person of interest as provided in the Request file.
- **Date of Birth**
The Date of Birth must be numeric in the following format: YYYYMMDD. No spaces, dashes, or slashes in the date of birth. If a date of birth is not used you may substitute 8 blank spaces. No dates before 19000101 and no future dates are allowed
- **Last Name**
The last name of the person of interest as provided in the Request file.
- **First Name**
The first name of the person of interest as provided in the Request file.

- **Customer Record ID**

This is an optional field, and is the same value as provided in the Request file, if any.

- **Active Duty Status Date**

This is the Active Duty Status As Of date as provided in the Request file.

- **Active Duty on Active Duty Status Date**

This indicates if the person was on active duty on the Active Duty Status Date. The values returned describe the following (See [Active Duty Definition](#) below for further information on what qualifies as Active Duty):

- **Y:** Yes, On Active Duty on the Active Duty Status Date and that period of Active Duty has ended
- **X:** Yes, On Active Duty on the Active Duty Status Date and is still on Active Duty
- **N:** No, Not on Active Duty on the Active Duty Status Date (see [Left Active Duty <=367 Days from the Active Duty Status Date](#) for additional information in this file)
- **Z:** There was an issue with the data input. (See [Error](#) section for further information)



Active Duty Definition:

Active Duty status, as reported in this file, is defined in accordance with 10 USC § 101(d) (1). Prior to 2007, DMDC only received information on active duty periods of more than 30 consecutive days. In the case of a member of the National Guard, Active Duty includes service under a call to active service authorized by the President or the Secretary of Defense under 32 USC § 502(f) for purposes of responding to a national emergency declared by the President and supported by Federal funds. All Active Guard Reserve (AGR) members must be assigned against an authorized mobilization position in the unit they support. This includes Navy Training and Administration of the Reserves (TARs), Marine Corps Active Reserve (ARs), and Coast Guard Reserve Program Administrator (RPAs).

Active Duty status also applies to a Uniformed Service member who is an active duty commissioned officer of the U.S. Public Health Service or the National Oceanic and Atmospheric Administration (NOAA Commissioned Corps).

Coverage under the SCRA is broader in some cases and includes some categories of persons on active duty for purposes of the SCRA who would not be reported as on Active Duty in this file.

Many times orders are amended to extend the period of active duty, which would extend SCRA protections. Persons seeking to rely on the data in this file should check to make sure the orders on which SCRA protections are based have not been amended to extend the inclusive dates of service. Furthermore, some protections of the SCRA may extend to persons who have received orders to report for active duty or to be inducted, but who have not actually begun active duty or actually reported for induction. The Last Date on Active Duty entry is important because a number of protections of the SCRA extend beyond the last dates of active duty.

■ **Left Active Duty <=367 Days from the Active Duty Status Date**

This indicates if the person left active duty within 367 days prior to the Active Duty Status Date, and is only applicable if the [On Active Duty on Active Duty Status Date](#) field is 'N'.

- **Y:** Yes
This person left active duty within 367 days prior to the Active Duty Status Date.
- **N:** No
This person did not leave active duty within 367 days prior to the Active Duty Status Date.
- **Z:** Not Applicable or Error
There was an issue with the data input. (See [Error](#) section for further information)

■ **Notified of a Future Call-Up to Active Duty on the Active Duty Status Date**

This indicates the Active Duty Status Date is within the uniformed service member's notification period to report for active duty. The values returned describe the following:

- **Y:** Yes
Active Duty Status Date falls within the future call-up to Active Duty period.
- **N:** No
Active Duty Status Date does not fall within the future call-up to Active Duty period.
- **Z:** Not Applicable or Error
There was an issue with the data input. (See [Error](#) section for further information)

■ **Active Duty End Date**

The Active Duty End Date will be populated if the Service Member left active duty under two conditions.

1. The individual was on active duty on the Active Duty Status Date, and that active duty period has subsequently ended.
2. The individual was not on active duty on the Active Duty Status Date, but left active duty within 367 days prior to the Active Duty Status Date.

If there is no Active Duty End Date, it will be returned as '00000000'. When the individual was on Active Duty on the Active Duty Status Date and that period of Active Duty has ended, the Active Duty End Date (positions 104-111) will be populated as formatted in the [Result File Layout/Format](#) table above.

■ **Match Result Code**

If SCRA was able to match the individual's information from the Request file against a period of active duty in the DMDC database, the result of the match will be indicated by a Match Result Code value. The values are as follows:

- **1:** Match - SSN, Date of Birth, Last Name, and First Name
There was a record match on SSN, Last Name, First Name, and Date of Birth.

- **2: Match - SSN, Date of Birth, and Last Name**
There was a record match on SSN, Last Name, and Date of Birth.
If you obtain additional information about the person (e.g., First Name), we encourage you to submit your request again to improve the quality of this match.



- **3: Match - SSN, Last Name, and First Name**
There was a record match on SSN, Last Name, and First Name.
If you obtain additional information about the person (e.g., a Date of Birth), we encourage you to submit your request again to improve the quality of this match.



- **4: Match – SSN and Last Name**
There was a record match on SSN and Last Name.
If you obtain additional information about the person (e.g., a First Name and a Date of Birth), we encourage you to submit your request again to improve the quality of this match.



- **6: Last Name and Date of Birth**
There was a record match on Last Name and Date of Birth.
- **7: No Match**
According to our records, the information you provided failed to match to any Service member's period of active duty in our database. This could be because the SSN and Name you provided do not match to any Service member in our database, or the Last Name and Date of Birth you provided do not match to any Service member in our database, or because the individual for whom you searched was not on active duty on the Active Duty Status Date you supplied.
- **9: Insufficient information to perform a match**
There was not enough information to attempt a match. Check the Error field for more information. Ensure all required fields are populated.
Note: Match Result Code 5 is not used.

■ **Error**

This field is used to indicate possible errors. The values are as follows:

- **1: Missing required field**
A required field is missing. See [Criteria for Matching an Individual](#) for further information.
- **2: Invalid SSN**
The social security number given is invalid. It must be a 9 digits and alphanumeric. There cannot be dashes or spaces. Letters (e.g., alpha characters) are invalid. Leading zeros are required.
- **3: Invalid date**
The date must have the following format, YYYYMMDD. The Active Duty Status Date must be on or after 19850930 and none of the dates can be in the future. There cannot be dashes (-), slashes (\ /), periods (.), or spaces.
- **4: Multiple Records**
DMDC cannot definitively identify the individual because multiple records were found based on the information you provided. More information may be required to confirm the correct record.

- **9:** No Errors
No errors were found.
 - **B:** Invalid date of birth
The date of birth must have the following format, YYYYMMDD.
 - **D:** Invalid first name
The first name is an optional field for the customer's use. This error may occur if the first name does not appear in the file in the correct location.
 - **E:** Invalid customer ID
The customer ID is an optional field for the customer's use. It could be a loan ID or any other identifier the customer would like to link with the record. This error may occur if the first name does not appear in the file in the correct location.
 - **G:** Invalid middle name
The middle name is an optional field for the customer's use. This error may occur if the middle name does not appear in the file in the correct location.
- **Date of Match**
This field is used to record the date that DMDC completed the SCRA match. It is effectively the “as of” date of the match. The current active duty status of Service members can and does change daily, so it’s important to record when the SCRA match was completed.
 - **Active Duty Begin Date**
The date the service member entered active duty
 - **EID Begin Date**
The start date of the order notification
 - **EID End Date**
The end date of the order notification
 - **Service Component**
Used by the DoD to classify service positions. The values are as follows:
 - **1:** AG
Army National Guard
 - **2:** AJ
Army Cadet
 - **3:** AR
Army Active Duty
 - **4:** AV
Army Reserve
 - **5:** AZ
Army affiliate
 - **6:** CJ
Coast Guard Cadet
 - **7:** CR
Coast Guard Active Duty
 - **8:** CV
Coast Guard Reserve
 - **9:** CZ
Coast Guard affiliate

- **10:** FG
Air National Guard
- **11:** FJ
Air Force Cadet
- **12:** FR
Air Force Active Duty
- **13:** FV
Air Force Reserve
- **14:** HR
Public Health Services
- **15:** MR
Marines Corps Active Duty
- **16:** MV
Marine Corps Reserve
- **17:** MZ
Marine Corps affiliate
- **18:** NJ
Navy Cadet
- **19:** NR
Navy Active Duty
- **20:** NV
Navy Reserve
- **21:** OR
Nat'l Oceanic & Atmospheric Administration Active
- **22:** ZZ
Other

■ **EID Service Component**

Used by the DoD to classify service positions

- **1:** AG
Army National Guard
- **2:** AJ
Army Cadet
- **3:** AR
Army Active Duty
- **4:** AV
Army Reserve
- **5:** AZ
Army affiliate
- **6:** CJ
Coast Guard Cadet
- **7:** CR
Coast Guard Active Duty
- **8:** CV
Coast Guard Reserve
- **9:** CZ
Coast Guard affiliate

- **10:** FG
Air National Guard
- **11:** FJ
Air Force Cadet
- **12:** FR
Air Force Active Duty
- **13:** FV
Air Force Reserve
- **14:** HR
Public Health Services
- **15:** MR
Marines Corps Active Duty
- **16:** MV
Marine Corps Reserve
- **17:** MZ
Marine Corps affiliate
- **18:** NJ
Navy Cadet
- **19:** NR
Navy Active Duty
- **20:** NV
Navy Reserve
- **21:** OR
Nat'l Oceanic & Atmospheric Administration Active
- **22:** ZZ
Other

■ **Middle Name**

The middle name of the person of interest as provided in the Request file.

■ **Certificate ID**

The certificate identifier used to locate a certificate in the certificate file. This can also be blank if you did not choose to create a certificate file.



Responses to your inquiries are based on the information provided to DMDC.

Providing erroneous or improperly formatted information will not provide you with the information you seek.

Download Certificates

Once a Certificate file has been successfully completed, a certificate file will be available to download to your computer. The certificate file contains the SCRA version number in the prefix of the filename, e.g., `scra3_0_myfilename.txt`. When upgrades to SCRA occur, this allows you to identify the version of SCRA that processed the file.

Note: If you have closed your browser, you must [Log In](#) again to obtain Certificate file(s).

To download a Certificate file:

1. Once logged in, the SCRA Multiple Record Request – Download Request(s) screen provides a list of files available for downloading.

[50 USC Appx. §3901 et seq., as amended] The services provided on this site are FREE Manage Logout

Welcome to the Official
Servicemembers Civil Relief Act (SCRA) Website

Home Single Record Request **Multiple Record Requests** User's Guide FAQs News Contact Us My Account

Multiple Record Requests

Use this page to:

- Request the status of multiple individuals and/or of a single individual for multiple dates.
- Download the results of a status inquiry.

Upload Requests Download Results

There are two types of downloadable files:

- The results file is a .txt file.
- The certificate file is either a PDF or a Zip file. It will not be present if certificates were not requested.

File Status Refresh List Rows Per Page 10

File ID	Upload Filename	Date Uploaded	Result File Status	Certificate File Status
A4087	SCRA_RequestFile_batch.txt	05/14/2019 9:35 PM	Download	Download
A4086	SCRA_RequestFile_batch.txt	05/14/2019 9:26 PM	Download	N/A
A4085	SCRA_RequestFile_batch.txt	05/14/2019 9:23 PM	Download	N/A

First Previous 1 Next Last Go To Page 0

Steps to Retrieve Results

- Locate correct upload file in the table. If output is ready, click the Download link.
- Open and/or save results
- Interpret the results file

- For examples, see Resources below
- For complete descriptions, see the User's Guide

Tips & Notes

- Allow up to 24 hours for results to be ready for download.
- Results are available for only a limited time:
 - 15 days (Results files)
 - 8 days (Certificate files)

Resources

- User's Guide
- Privacy Notice
- Example Upload File
- Annotated Upload File
- Annotated Result File
- Download Adobe Reader

Legend

- ✓ Upload/Download complete
- 📄 Results ready
- 📄 Certificate ready
- ⚙️ Processing
- ⚠️ Warning (various types)
- ❌ Error (various types - files will not be processed)
- N/A Certificates not requested

Figure 14. Certificate File

- Locate the desired Certificate file in the list and click Download in the Results File Status column associated with that file.

Would you like your Certificate file in a PDF or Zipped format?

Compressed (.zip) Format

PDF Format

Please note the PDF Format may be 50% larger than the Compressed format and may take longer to download

Cancel Continue

Figure 15. Certificate File

- A window will appear for you to choose the format type, compressed (ZIP) or PDF format. Note the approximate size of the file is displayed. Click submit to download the file or Cancel to return to the Upload File(s) screen.

4. A window will appear and you can navigate to the location on your computer where you want to save the file.
5. After saving the file, you are returned to the SCRA Multiple Record Request – Upload File(s) screen.

View/Print the Certificates for a Multiple Record Request

Certificates are provided as a result of a Multiple Record Request inquiry, if they are requested. Depending on the number of records returned from the search, one of the following Certificates will be provided for each individual:

1. [Status Report \(single match found\)](#)
2. [Status Report \(multiple matches found\)](#)

Note: These certificates are the same format as the Single Record Request inquiry, see the sections linked above for samples of those certificates.

If you select the option for receiving only all positive matches OR only all negative matches, and there are no matches in your file, you will receive a Status Report (No Matches Found) certificate. The Status Report (No Matches Found) is provided for informational purposes only and will not include any Names or Active Duty Status Dates that were provided in the file.

Example:



To obtain certificates on multiple individuals at one time, you must use Multiple Record Request.

Department of Defense Manpower Data Center Results as of: Aug-09-2017 02:32:40 PM
SCRA 4.0



Status Report
Pursuant to Servicemembers Civil Relief Act

On Active Duty On Active Duty Status Date			
Active Duty Start Date	Active Duty End Date	Status	Service Component
There are no results matching the population for which you requested certificates.			

Figure 16. Status Report (No Matches Found)



WARNING

If you receive a response indicating DMDC "does not possess any information indicating that the individual is currently on active duty", yet you have evidence the individual is or was on active duty for the Active Duty Status Date, and you fail to obtain additional Service verification, punitive provisions of the Servicemembers Civil Relief Act may be invoked against you. See 50 USC App. § 3931(c).

To print the Multiple Record Request Certificates file:

4. From your browser menu bar choose *File > Print*.

5. Select the destination printer.
6. Click Print.

Managing Your Account

4

Need a New Account

Since this is a public website, accessible to anyone at any time, a Username and Password combination is used to enhance security of the site and to better protect the personal information of Service members.

To create an Account:

1. Choose the “My Account” tab on the navigation bar of the Home Page (<https://scra.dmdc.osd.mil>). You can also access account creation by clicking on the “Single Record Request” or “Multiple Record Request” tabs on the navigation bar. The Login screen will appear and you can select the “Create an Account” button on the right side under the “Need an Account?” heading.

Note: if this is your first time accessing the website and you receive a Security Certificate error message, please see: [Q1](#) in the [Troubleshooting and FAQs](#) section of this Guide.



Figure 17. Select My Account

2. Click “Create an Account”.

3. The Create an Account screen will appear:

Figure 18. New Account-Username & Password

4. **Username & Password:** Enter a Username, Password, and Confirm Password (same as Password). If prompted, complete the reCAPTCHA challenge.

Note: To check if the Username is already in use, click “Check Availability”.

5. **Challenge Questions:** Click on the ▼ buttons to select three different security questions from the drop down list and provide answers. (See [Guidelines](#) below)

Figure 19. New Account-Challenge Questions

6. Click “Next”

7. **Additional Information:** Enter the required user information. (See [Guidelines](#) below)

Note: In order to create an account and run a Single or Multiple Record Requests, you must at minimum provide first name, last name, address, and e-mail address.

Depending on the level of usage of the system, you may be required to provide additional (Company) information.



Retain your Username, Password, and Challenge Questions/Answers in a safe place for future reference.

Username & Password Challenge Questions **Add'l Information** Verification

User Info

First Name Last Name

Email Address

Phone # Purpose of Use

Address

City State Zip

Company Info

Company Name

POC First Name POC Last Name

POC Title POC Phone #

Company Address

City State Zip

Tips & Notes

Warning:
You must remember your username. There is no way to retrieve it from this site.

- You must have Javascript enabled to login or create an account.
- Set your browser settings to enable Javascript.
- An account is needed for Single Record Requests and Multiple Record Requests.

Figure 20. New Account-Additional information

8. Click "Next"
9. **Verification:** Click on the "Terms of Use Agreement" link to view the Terms of Use. Click on the "X" or the "Close" link to return to the Verification screen.

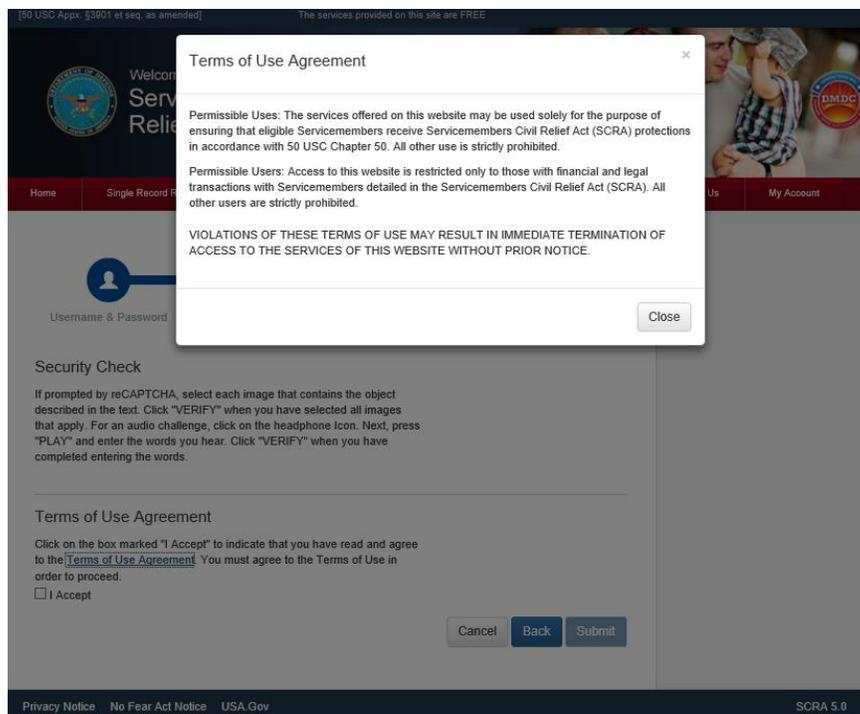


Figure 21. New Account- Verification

10. Click the box marked "I Accept" to indicate that you have read and agree to the Terms of Use.
Note: You must agree to the Terms of Use in order create an Account. You will not be able to successfully create a New Account until you have accepted the Terms of Use.
11. Click "Submit".
12. If prompted by reCAPTCHA, select each image that contains the object described in the text. Click "VERIFY" when you have selected all images that apply. For an audio challenge, click on the headphone icon. Next, press "PLAY" and enter the words you hear. Click "VERIFY" when you have completed entering the words.
Note: If there are no squares that match the description, click the "SKIP" button. If you cannot view the image, click on the refresh icon (circling arrows) for a new visual challenge.
13. After successfully creating a new account, the system will send you a verification code to the email used to create your account. (See e-mail verification) You will be prompted to enter the verification code upon your first login to SCRA's Single or Multiple Record Request Searches.

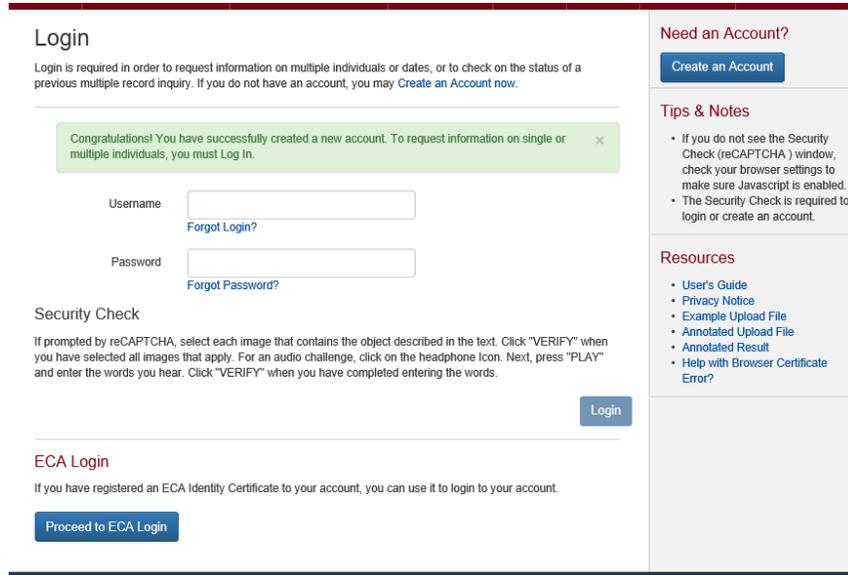


Figure 22. New Account -Success

User Account Guidelines	
Account	<ul style="list-style-type: none"> ▪ The account is disabled if not used within 60 days. ▪ The account is locked after 3 failed attempts.
Username	<ul style="list-style-type: none"> ▪ Must be unique. ▪ Must be at least 4 and no more than 30 characters in length. ▪ Contain only letters (A-Z and a-z) and numbers (0-9) with the following exceptions: <ul style="list-style-type: none"> - Only special characters from this list are allowed: ".", "_", and "@"
Password	<ul style="list-style-type: none"> ▪ Must be <i>at least</i> 15 characters in length. ▪ Must include a minimum of: <ul style="list-style-type: none"> - One upper case letter - One lower case letter - One number - One special character from this list: ! # \$ % & * < > ? ▪ No character can be repeated more than twice in a row. ▪ Password lifetime minimum: 24 hrs. ▪ Password lifetime maximum: 60 days . <ul style="list-style-type: none"> - The password must be changed every 60 days. - At least 8 of the total number of characters must change. - Previous 5 passwords cannot be reused.
Confirm Password	Repeat exactly the information you entered into the 'Password' field.

<p>Challenge Questions</p>	<p>The challenge questions are a security measure to verify you are the legitimate owner of the SCRA account. These are used when requesting to reset an account's password.</p> <ul style="list-style-type: none"> ▪ Answers are directly associated to adjacent questions. ▪ Answers are case-sensitive. ▪ Once a question has been chosen, it cannot be used again for a subsequent question/answer combination. ▪ Must only contain alphanumeric, space (), dash (-), forward slash (/), and/or apostrophe('). ▪ No other special characters. ▪ Minimum length of answer: 1 character. ▪ Maximum length of answer: 100 characters. ▪ If resetting an account password, all answers must be correctly provided, in addition to the username.
<p>Required User Information</p>	<p>User is required to fill out the following fields:</p> <ul style="list-style-type: none"> ▪ First Name <ul style="list-style-type: none"> - Must only contain alphabetic (A-Z and a-z) plus space (), dash (-), and/or apostrophes (') - No other special characters - Maximum 20 characters in length ▪ Last Name <ul style="list-style-type: none"> - Must only contain alphabetic (A-Z and a-z) plus space (), dash (-), and/or apostrophes (') - No other special characters - Maximum 26 characters in length ▪ Email Address Local part (before @) <ul style="list-style-type: none"> - Must only contain alphanumeric (A-Z, a-z, and 0-9) ! # \$ % & ' * + - / = ? ^ _ ` . { } ~ <ul style="list-style-type: none"> • Period must not be in the first or last character position • Two or more consecutive periods are not allowed - No other special characters - Maximum 64 characters in length - Total email length must not exceed 320 characters ▪ Email Address Domain part (after @) <ul style="list-style-type: none"> - Must only contain alphanumeric (A-Z, a-z, and 0-9) plus dash (-) - Period (.) only allowed to separate DNS labels <ul style="list-style-type: none"> • Each DNS label must not exceed 63 characters - No other special characters - Maximum 255 characters in length - Total email length must not exceed 320 characters ▪ Address (line 1 and 2) <ul style="list-style-type: none"> - Must only contain alphanumeric (A-Z, a-z, and 0-9) plus space (), period (.), dash (-), and/or apostrophes (')

	<ul style="list-style-type: none"> - No other special characters - Maximum 100 characters in length ▪ City <ul style="list-style-type: none"> - Must only contain alphabetic (A-Z and a-z) plus space (), dash (-), and/or apostrophes (') - No other special characters - Maximum 50 characters in length ▪ State <ul style="list-style-type: none"> - Must only contain alphabetic (A-Z) only - Must be 2 characters in length ▪ Zip Code <ul style="list-style-type: none"> - Must only contain numeric (0-9) only - Minimum 5 digits in length - Maximum 9 digits in length
<p>Company Information</p>	<ul style="list-style-type: none"> ▪ Company Name <ul style="list-style-type: none"> - This is the name of company, organization, or other entity submitting the Requests. - Even if you are requesting information on behalf of another company, you must enter the name of your company - Must only contain alphanumeric (A-Z, a-z, and 0-9) plus space (), dash (-), and/or apostrophes (') - No other special characters - Maximum 100 characters in length ▪ Company address <ul style="list-style-type: none"> - See User Address guidelines above <p>The Point of Contact (POC) is the person, within the company, that can be contacted in order to verify usage of the application.</p> <ul style="list-style-type: none"> ▪ Point of Contact (POC) First Name <ul style="list-style-type: none"> - Must only contain alphabetic (A-Z and a-z) plus space (), dash (-), and/or apostrophes (') - No other special characters - Maximum 20 characters in length ▪ POC Last Name <ul style="list-style-type: none"> - Must only contain alphabetic (A-Z and a-z) plus space (), dash (-), and/or apostrophes (') - No other special characters - Maximum 26 characters in length ▪ POC Title <ul style="list-style-type: none"> - Must only contain alphabetic (A-Z and a-z) plus space (), dash (-), and/or apostrophes (')

	<ul style="list-style-type: none"> - No other special characters - Maximum 50 characters in length
<p>Additional Information</p>	<ul style="list-style-type: none"> ▪ User Phone Number <ul style="list-style-type: none"> - Must only contain numeric (0-9) and plus (+) for international numbers - No other special characters - Maximum 16 characters in length (including the +) ▪ Purpose of Use <ul style="list-style-type: none"> - Must be in accordance with the permissible uses of the application detailed in the Terms of Use Agreement - Can only contain alphabetic (A-Z and a-z) plus space () - No other special characters - Maximum 100 characters in length

See the [Troubleshooting and FAQs](#) section of this Guide if you encounter any errors/issues.

Email Verification

Once you have successfully created an account, an email will be sent to the email address that you provided upon account creation. The email contains an 8 character code that you will use to verify that your email is a valid. You will be required to verify your email upon first log in of your account.

To verify your email:

1. Check the email account that you entered upon account creation to obtain the 8 character verification code.

Note: The verification code will expire within 24 hours from the time the account was created and the message sent.

2. Log in to your account using the username and password (see account log in)
3. If you have not previously verified the email on your account you will be taken to the email verification page. Enter the 8 character code in the box provided.

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The screenshot shows the top navigation bar with links: Home, Single Record Request, Multiple Record Requests, User's Guide, FAQs, News, Contact Us, and My Account. The main content area is titled "Email Verification" and contains the following text: "An email has been sent to the email address that you entered during Account Creation. The email contains an 8 character (alphanumeric) code. Please enter the code below." Below this text is a text input field, a "Submit" button, a "Cancel" button, and a "Request new code" button. A note at the bottom states: "You may attempt to enter the code up to 3 times. After the 3rd failed attempt, you will need to request a new code." On the right side, there is a "Tips & Notes" section with the following bullet points: "The email verification code was sent from 'SCRA-DoNotReply@mail.mil'", "If you do not see the email in your Inbox, check your Junk/Spam folder.", "The verification code is not case-sensitive.", and "You can request a maximum of one new email verification code within a 24 hr period."

4. Click "Submit"

Note: If you have not received your email verification code, or if the code has expired, you may request a new code by clicking on the "Request new code" button. There is a 24 hr. waiting period between codes sent.

Log In

Once you have created an account and verified your account email, you can [Log In](#) to make [Single Record Request](#), [Multiple Records Requests](#), or [Download Results](#) that have finished processing.

Note: If you have not verified your account email, you will be taken to the email verification page and prompted to enter the verification code upon first log in. (see email verification)

To Log In:

5. Choose the "Single Record Request" or "Multiple Record Request" tab in the navigation bar to log in. You can also access the Login screen by selecting the "My Account" tab on the top navigation bar and select the 'Go to Login Page' button.

Note: If you have registered an ECA Identity Certificate to your account you can use it to log in to your account by clicking on the Proceed to ECA Login button. For more information on how to register an ECA Identity Certificate See [Registering an ECA Identity Certificate](#).

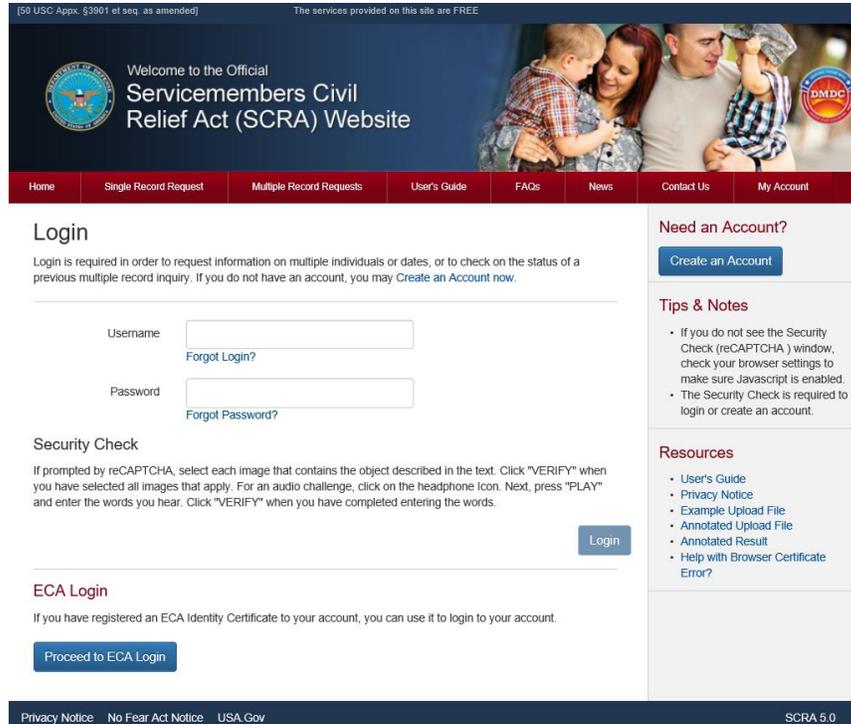


Figure 23. Login Screen



If you forgot your password, see [Forgot Your Password](#) if you forgot your Username, you must [Create a New Account](#)

6. Once the Login screen appears, enter your Username and Password.
Note: If this is your first time requesting single or multiple records, you must [create a new account](#). If you've forgotten your password see [Forgot Your Password](#) for instructions on how to reset your password
7. Click "Login".
8. If prompted by reCAPTCHA, select each image that contains the object described in the text. Click "VERIFY" when you have selected all images that apply. For an audio challenge, click on the headphone icon. Next, press "PLAY" and enter the words you hear. Click "VERIFY" when you have completed entering the words.
Note: If there are no squares that match the description, click the "SKIP" button. If you cannot view the image, click on the refresh icon (circling arrows) for a new visual challenge.
9. You can now make a [Single Record Request](#), [Multiple Records Request](#), check [File Status](#), or [Download Results](#) as needed.
Note: If you have not updated your account with the [required user information](#) you will be redirected to the Manage Account page until all required fields have been completed. For instructions on how to update your account information, see: [Edit User or Company Information](#).

Manage Account

Once you have logged in to your account, a manage account tool bar will appear in the upper right corner of all screens. The tool bar will allow you to manage your account and log out.

To Manage your Account:

1. Log in to your Account.
2. Click on the “Manage” link located on the upper right corner of the screen.

[50 USC Appx. §3501 et seq. as amended] The services provided on this site are FREE

Manage | Logout

Welcome to the Official
Servicemembers Civil Relief Act (SCRA) Website

Home | Single Record Request | Multiple Record Requests | User's Guide | FAQs | News | Contact Us | My Account

Manage Account

User Info

First Name: First | Last Name: Last

Email Address: SAMPLE@EMAIL.COM

Address: Sample Address | Phone #: |

City: Sample City | State: CA | Zip: 00000 | Purpose of Use: Checking on dependent Status

Edit User

Company Info

Company Name: | POC Title: |

POC First Name: | POC Last Name: |

Company Address: | POC Phone #: |

City: | State: | Zip: |

Edit Company

ECA Registration

SCRA supports authentication with PKI certificates. To enable certificate authentication you must obtain a Department of Defense (DoD) ECA Identity Certificate from an approved DoD ECA Vendor and register the certificate to your account. See the SCRA User's Guide for more information on obtaining an ECA Identity Certificate.

If you are an ECA Identity Certificate holder, you must create an account before registering your certificate. You must also login to your account prior to registering. If you have created and logged in to your account, click the "ECA Registration" button below to register your ECA certificate.

Note: If you receive a "Certificate Required" message during the registration process or a connection error (white error page) you will have to close your browser and reopen the SCRA website. Generally this error occurs if there was a problem receiving your ECA certificate.

ECA Registration

Reset Password

Reset Password

Close Account

Close Account

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Figure 24. Manage Account

You will now be able to edit your User and Company information, register an ECA Identity Certificate, reset your password, or close your account.

Edit User or Company Information

Upon creating an account, you are asked to enter your user and company information. You can edit and update your information in the Manage Account page.

To edit your User or Company information:

1. Log in to your Account.
2. Click on the “Manage” link located on the upper right corner of the screen.
3. You will be directed to the Manage Account page.
4. Click on the “Edit User” or “Edit Company” buttons.
5. Update the fields you wish to change.
6. Click “Save User” or “Save Company” in order to accept the changes.
7. You may click on the “Cancel” button to go back to the Manage Account page.

The screenshot displays the 'Manage Account' interface. It is divided into two main sections: 'User Info' and 'Company Info'.
User Info Section:
- **First Name:** Input field with 'First' as a placeholder.
- **Last Name:** Input field with 'Last' as a placeholder.
- **Email Address:** Input field with 'SAMPLE@EMAIL.COM' as a placeholder.
- **Address:** Input field with 'Sample Address' as a placeholder.
- **City:** Input field with 'Sample City' as a placeholder.
- **State:** Input field with 'CA' as a placeholder.
- **Zip:** Input field with '00000' as a placeholder.
- **Phone #:** Input field.
- **Purpose of Use:** Input field with 'Checking on dependent Status' as a placeholder.
- **Buttons:** 'Cancel' and 'Save User' buttons are located at the bottom right of this section.
Company Info Section:
- **Company Name:** Input field.
- **POC First Name:** Input field.
- **Company Address:** Input field.
- **City:** Input field.
- **State:** Input field.
- **Zip:** Input field.
- **POC Title:** Input field.
- **POC Last Name:** Input field.
- **POC Phone #:** Input field.
- **Button:** 'Edit Company' button is located at the bottom right of this section.

Figure 25. Manage Account-Edit User Information

Reset Password

1. Log in to your Account.

2. Click on the “Manage” link located on the upper right corner of the screen.
3. You will be directed to the Manage Account page.
4. Click on the “Reset Password” button.
5. Type your current password in the Current Password field.
6. Type your new password in the New Password field, using the information displayed on this window as a password selection guideline.
7. Type your new password again in the Confirm New Password field.
8. Click “Submit”.
9. If the new password is not accepted, a message displays indicating that your password was not changed.
10. If the new password is accepted, a message displays indicating that the password change was successful.

[50 USC Appn. §3501 et seq. as amended] The services provided on this site are FREE Manage Logout

Welcome to the Official
Servicemembers Civil
Relief Act (SCRA) Website

Home Single Record Request Multiple Record Requests User's Guide FAQs News Contact Us My Account

Reset Password

Reset your password.

Password Requirements

- ✘ 1. It must contain at least 14 and no more than 26 characters.
- ✘ 2. It must contain at least one each of:
 - ✘ Lowercase Letter
 - ✘ Uppercase letter
 - ✘ Number
 - ✘ Special character from this list: !@ \$ % & * < > ?
- ✔ 3. The same character cannot be repeated more than twice in a row.

Current Password*

New Password*

Confirm New Password*

Cancel Submit

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Figure 26. Manage Account- Reset Password

Forgot Your Password

In the event you forget your account password, you can reset it if you remember your Username and the answers to the questions you selected during initial account creation. If you don't remember your username and/or the answers to the questions you selected during account creation, see [Need a New Account](#) to create a new account.

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To reset your password:

1. Choose the Single Record Request or Multiple Record Request tab on the navigation bar.



Passwords and Answers are case-sensitive.

You are provided 3 attempts to correctly answer the Challenge Questions. If you fail to answer the questions correctly after 3 attempts, your account will become disabled.

Figure 27. Login Screen

2. Once the Login screen appears, enter your Username and then click on the 'Forgot password?' link beneath the Password field.
3. The Reset Password screen will appear with the Challenge Questions you selected during initial account creation and their corresponding entry fields.

Figure 28. Forgot Your Password-Challenge Questions

4. Enter the answers to the Questions and then click Submit.

The New Password screen will appear

Figure 29. *Forgot Your Password-Reset*

5. Enter and confirm a new password. Your new password cannot be the same as your old password.
6. Click “Submit”.

Expired Password

SCRA account passwords expire every 60 days. Five days before your password expires, after you have successfully logged in, a message will display indicating that your password will expire. You may choose to reset your password, or continue without resetting the password.

Password Expiration

Your password expires soon. Please change your password.

Figure 30. *Password Expiration*

You may continue without changing your password. However, after you have logged in, if the expiration date is reached, the screen will display a message indicating that your password has expired and you must change your password. The following will display:

Login

Login is required in order to request information on multiple individuals or dates, or to check on the status of a previous multiple record inquiry. If you do not have an account, you may [Create an Account now](#).

Your password has expired. Please enter a new password.
[click here to reset password](#)

Username
[Forgot Login?](#)

Password
[Forgot Password?](#)

Figure 31. *Expired Password-Reset*

1. Click on the “click here to reset password” link.
2. Answer your three previously set challenge questions.

Challenge Questions

Please answer the security questions below to reset your password. Answers are case-sensitive (as entered during account creation).

*Indicates a required field

Question 1 What was the first name of your man/maid of honor?
*Answer 1

Question 2 In which city was your first elementary school?
*Answer 2

Question 3 When is your youngest sibling's birthday (MM/DD)?
*Answer 3

Figure 32. *Expired Password-Reset: Challenge Questions*

3. Type your new password in the New Password field, using the information displayed on this window as a password selection guideline.

Reset Password

Reset your password.

Password Requirements

- ✗ 1. It must contain at least 14 and no more than 26 characters.
- ✗ 2. It must contain at least one each of:
 - ✗ Lowercase Letter
 - ✗ Uppercase letter
 - ✗ Number
 - ✗ Special character from this list: ! # \$ % & * < > ?
- ✓ 3. The same character cannot be repeated more than twice in a row.

New Password*

Confirm New Password*

Figure 33. Expired Password-Reset: New password

4. Type your new password again in the Confirm New Password field.
5. Click “Submit”.
6. If the new password is not accepted, a message displays indicating that your password was not changed.
7. If the new password is accepted, you will be redirected to the [Login](#) page.
8. Login in with your Username and New Password.

Disabled Accounts

Since the website is public and accessible to anyone at any time, additional security measures are in place to ensure that that only you are allowed to track and recover the file(s) you uploaded. Below are reasons your account might be disabled:

- **Inactivity**

If you have not logged in to the system within the last 60 days, the system will automatically disable your account and you will no longer have access to the file(s) you uploaded under that account.
- **Forgotten Username/Password/Challenge Questions**

If you cannot successfully answer the Challenge Questions after three attempts during the [Forgot Your Password](#) process, your account will be immediately disabled and all of the information associated to your account will no longer be accessible.

In order to [Request Multiple Records](#) again, you must create a new account. Any previous requests, regardless of status, will need to be re-requested after your new account is created.

Registering an ECA Identity Certificate

Individuals who wish to bypass the reCAPTCHA prompts for Single and Multiple Record Requests may do so by obtaining an ECA Identity Certificate. In order to use an ECA Identity Certificate, you will need to [create an account](#). If you already have an account, you will need to [Log in](#) to your account and register your ECA Identity Certificate to your account.

Note: Information on how to obtain an ECA Identity Certificate is available at <http://iase.disa.mil/pki/eca/Pages/index.aspx>. The SCRA website will accept either a Medium Assurance Level Identity (soft) or Medium Token Assurance Level Identity (hard) certificate for logging into the SCRA website and bypassing the CAPTCHA prompt.

1. Choose the My Account tab in the navigation bar. For first time registration of your ECA Identity Certificate with your account, select the “Go to Login Page” button:

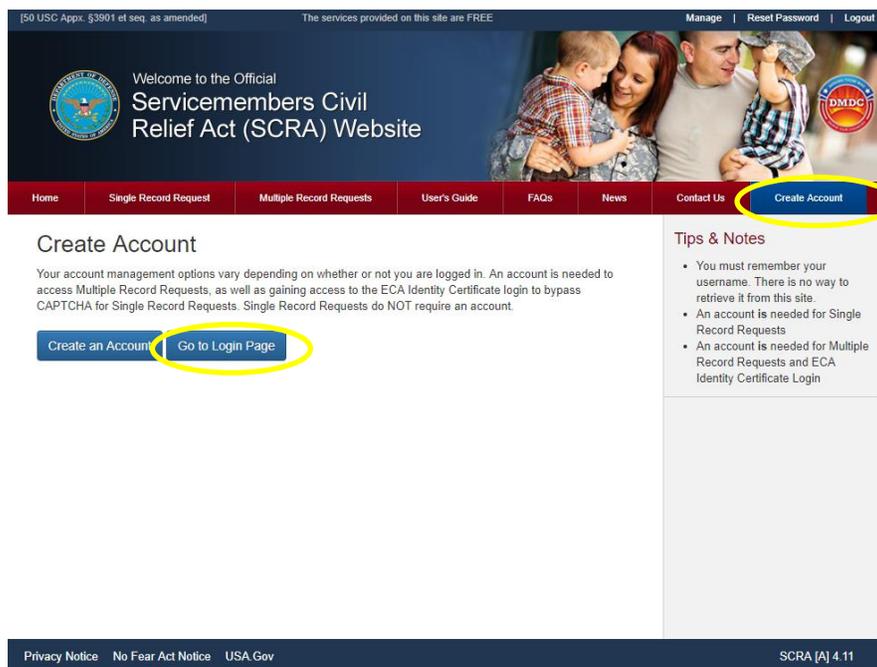


Figure 34. Registering an ECA Identity Certification

2. Provide your username and password, complete the reCAPTCHA field if prompted, and then click the “Login” button:

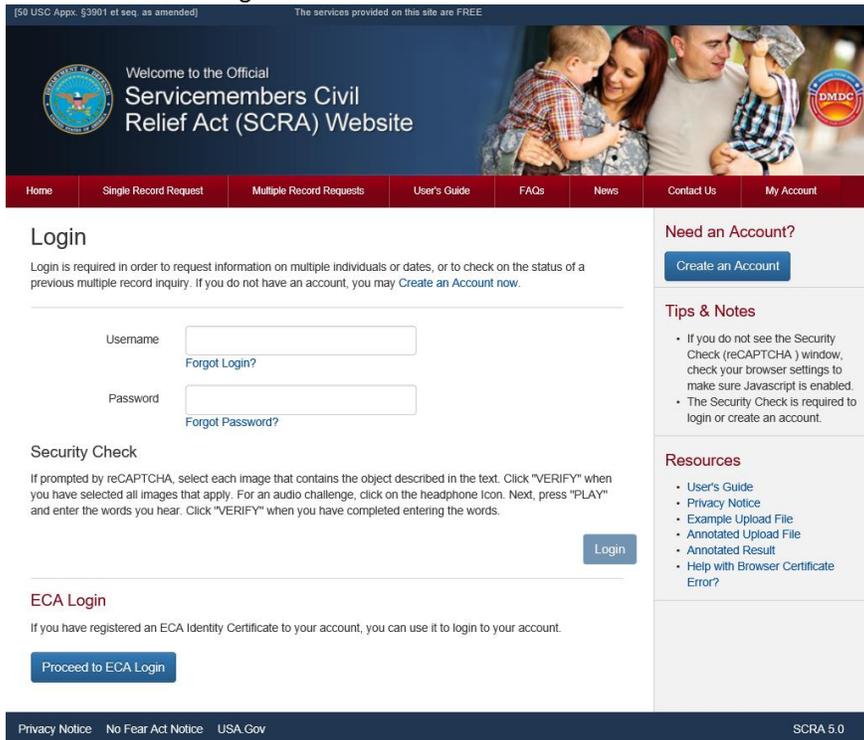


Figure 35. Registering an ECA Identity Certification -Login

3. Once you have logged in, you will be taken to the Manage Account Page. Select the ‘ECA Registration’ button:

Servicemembers Civil Relief Act Website v5.8 - Users Guide

50 USC App. §3501 et seq. as amended | The services provided on this site are FREE | Manage | Logout

Welcome to the Official
Servicemembers Civil Relief Act (SCRA) Website

Home | Single Record Request | Multiple Record Requests | User's Guide | FAQs | News | Contact Us | My Account

Manage Account

User Info

First Name: First | Last Name: Last

Email Address: SAMPLE@EMAIL.COM

Address: Sample Address | Phone #:

City: Sample City | State: CA | Zip: 99999 | Purpose of Use: Checking on dependent Status

[Edit User](#)

Company Info

Company Name: | POC Title:

POC First Name: | POC Last Name:

Company Address: | POC Phone #:

City: | State: | Zip:

[Edit Company](#)

ECA Registration

SCRA supports authentication with PKI certificates. To enable certificate authentication you must obtain a Department of Defense (DoD) ECA Identity Certificate from an approved DoD ECA Vendor and register the certificate to your account. See the SCRA User's Guide for more information on obtaining an ECA Identity Certificate.

If you are an ECA Identity Certificate holder, you must create an account before registering your certificate. You must also login to your account prior to registering. If you have created and logged in to your account, click the "ECA Registration" button below to register your ECA certificate.

Note: If you receive a "Certificate Required" message during the registration process or a connection error (white error page) you will have to close your browser and reopen the SCRA website. Generally this error occurs if there was a problem receiving your ECA certificate.

[ECA Registration](#)

Reset Password

[Reset Password](#)

Close Account

[Close Account](#)

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Figure 36. Registering an ECA Identity Certification-Select Registration

- 4. Verify your account using your username and password, complete the reCAPTCHA challenge (if prompted), and click the “Register Certificate to Your Account” button:



Figure 37. Registering an ECA Identity Certification

- 5. Select a Certificate on the certificate drop down menu and click the “OK” button:

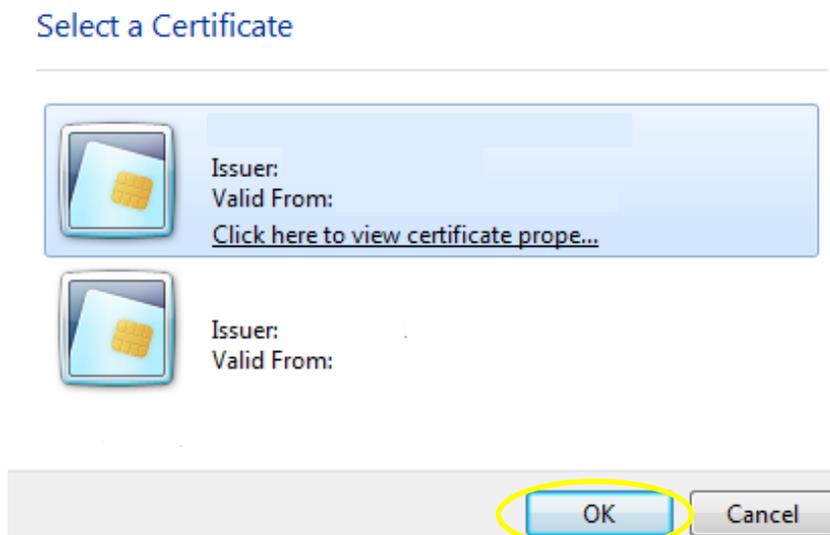


Figure 38. Registering an ECA Identity Certification

Note: The appearance of the certificate drop down menu might vary due to differences in internet browsers.

- 6. On the ECA Certificate Login screen, click the "ECA Login" button:

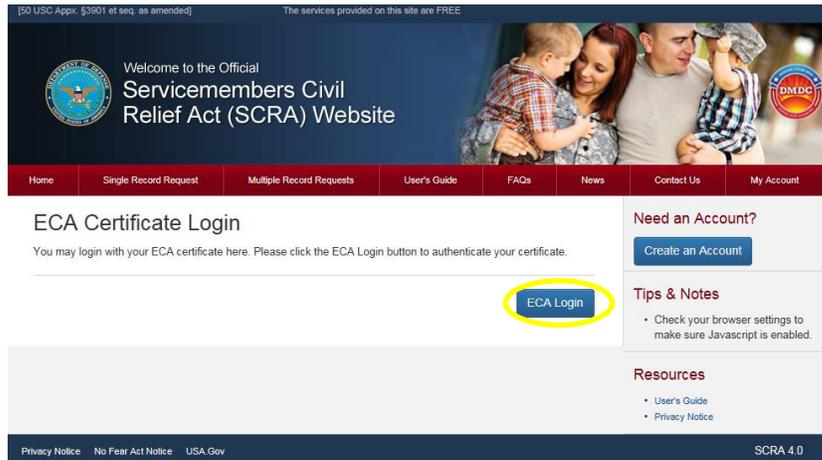


Figure 39. Registering an ECA Identity Certification

- 7. You can now perform an ECA Single Record Request that bypasses CAPTCHA:

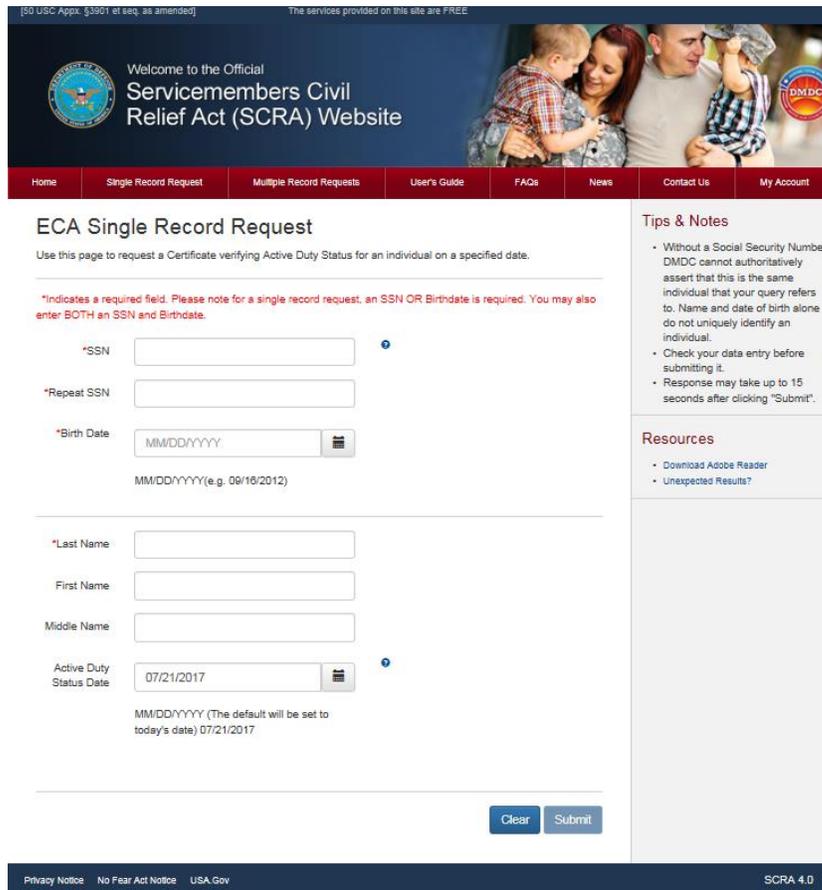


Figure 40. Registering an ECA Identity Certification

Login Using an ECA Identity Certificate

Once your account is associated with an ECA Identity Certificate, you will need to login using ECA Login:

1. If your account is already associated with an ECA Identity Certificate, select the My Account tab, then click the “Go to Login Page” button:



Figure 41. Log in Using an ECA Identity Certification

2. You will be directed to the Login screen. Click the “Proceed to ECA Login” button:

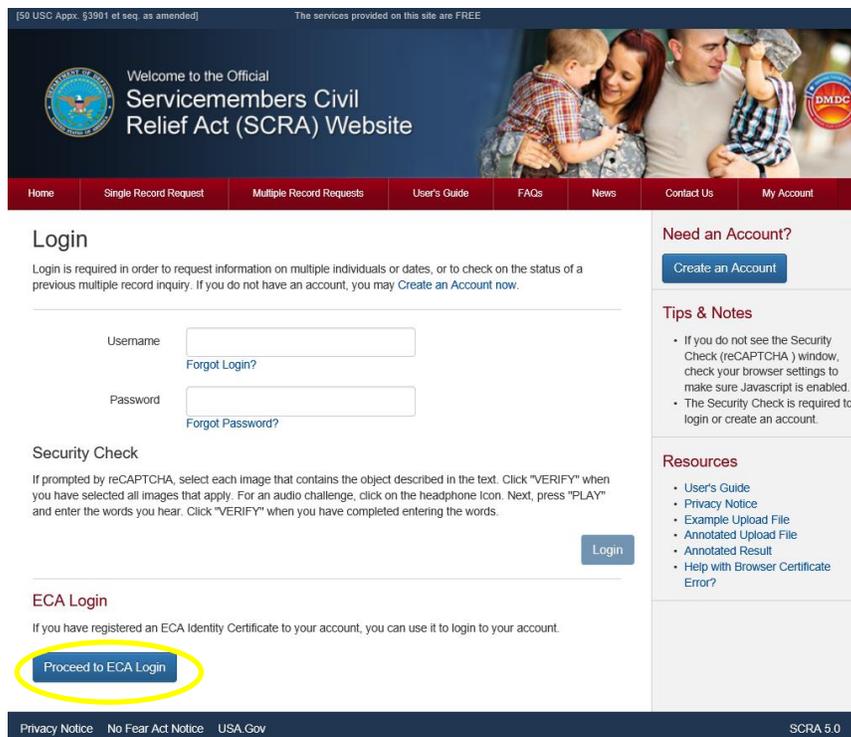


Figure 42. Log in Using an ECA Identity Certification

- The ECA Login registration verification screen will appear. Click on “proceed to ECA Login”

Note: You can click on “Nevermind Cancel” if you have not previously registered an ECA Identity Certificate.

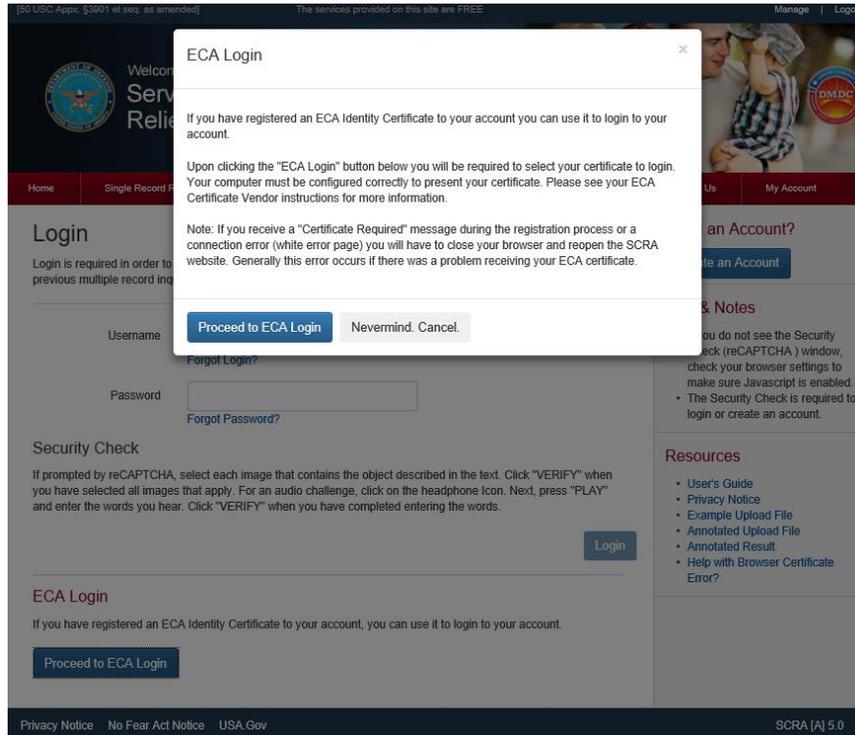


Figure 43. Proceed to ECA Login

- 4. You can now perform an ECA Single Record Request that bypasses reCAPTCHA:

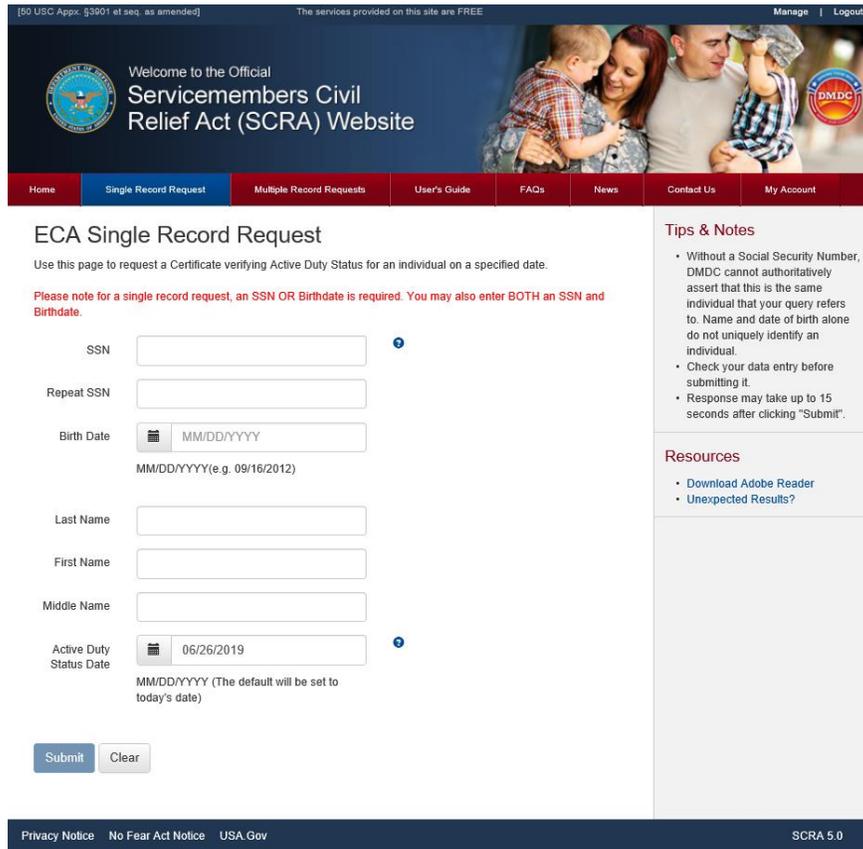


Figure 44. Log in Using an ECA Identity Certification

Session Timeout

SCRA will automatically log users out of a session after a set period of inactivity. Once a user has logged in, if there is no activity for 10 minutes³ or more, the session will be terminated. A warning banner will display with a countdown, letting users know when the session will be terminated. Users may choose to continue with the session, logout of the session, or let the timer run out and be automatically logged out of the session.

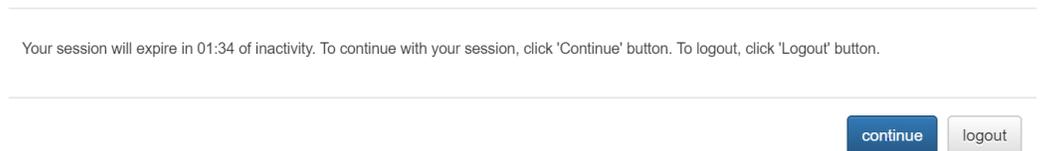


Figure 45. Warning banner-Session Timeout

³ Set period of inactivity and warning timer lengths may be subject to change.

Session Timeout Options:

- Click on the “continue” button before the timer expires in order to continue with the session.
 - a. The banner will be removed and user may continue as normal.
- Click on the “logout” button before the timer expires.
 - a. The system will log the user out
 - b. Users will be returned to the login page.
- Remain inactive and allow timer to expire.
 - a. The system will log the user out
 - b. Users will be returned to the home page.

Troubleshooting and FAQs

5

General Questions/Issues

If you're experiencing any problems with the website, please read the information below:

- Q1.** [Why am I receiving a Security Certificate error message \(Digital Certification Help\)?](#)
- Q2.** [Why can't I get to the website?](#)
- Q3.** [Does the website restrict my access in any way?](#)
- Q4.** [Is the information between my computer and the DMDC database encrypted?](#)
- Q5.** [Who do I contact for general website assistance?](#)
- Q6.** [Does the website maintain cookies?](#)
- Q7.** [Can I use SCRA for employment verification?](#)
- Q8.** [Where does it say Title 32 isn't covered?](#)
- Q9.** [What is Title 32 vs Title 10 with respect to SCRA?](#)
- Q10.** [How do I get rid of the Security error I get on your site?](#)
- Q11.** [Does the Security Certificate error I get on the SCRA website mean the site is not secure?](#)
- Q12.** [How long do you keep the information in the database?](#)

Request(s) Questions/Issues

If you're experiencing any problems with your Requests, please read the information below:

- Q13.** [How do I get an SCRA Certificate?](#)
- Q14.** [Receiving a 'Missing Required Field' error](#)
- Q15.** [Receiving a 'Social Security Number is Invalid' error](#)
- Q16.** [Receiving 'Invalid Date' error](#)

- Q17.** [Receiving 'Error Uploading File' message](#)
- Q18.** [How many Requests can I make each day?](#)
- Q19.** [What is the maximum number of individuals I can request in one file?](#)
- Q20.** [Can I request multiple dates for one individual?](#)
- Q21.** [Do the Request file filenames need to be unique in order to upload?](#)
- Q22.** [What format does the Request file need to be in?](#)
- Q23.** [Does the SCRA website include ALL active duty periods?](#)

Result(s) Questions/Issues

If you're experiencing any problems with your Results, please read the information below:

- Q24.** [How long do you keep Multiple Record Request Certificate files?](#)
- Q25.** [How long will the website keep my Result files?](#)
- Q26.** [When will my Result file\(s\) be available?](#)
- Q27.** [I can't find my Result file\(s\) anymore, why not?](#)
- Q28.** [How can I download multiple Result files at a time?](#)

Account Questions/Issues

If you're experiencing any problems with your Account, please read the information below:

- Q29.** [Where are the Certificates for each individual in the Result file?](#)
- Q30.** [Do I need an Account?](#)
- Q31.** [Why did my session expire?](#)
- Q32.** [What if I forgot my Username and/or Password?](#)
- Q33.** [Why is my account disabled?](#)
- Q34.** [How can I get Result file\(s\) from a disabled account?](#)
- Q35.** [How can I contact the Military Services for additional verification?](#)

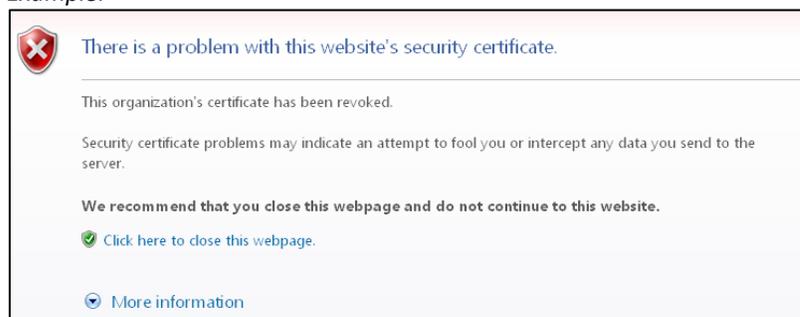
Answers

Below are the answers to the Questions/Issues above:

Q1. [Why am I receiving a Security Certificate error message \(Digital Certification Help\)?](#)

All internet communications between your computer and the DMDC SCRA website are encrypted using SSL standards set by the Department of Defense. Under normal circumstances, web pages are automatically encrypted using a DoD certificate public key, in order to send Privacy Act data in an encrypted form across the Internet. If the certificate is not installed on your computer, you may experience security alerts from your browser.

Example:



Most web browsers don't come with the DoD certificates already installed. The best and most secure solution is for the user to install all of the DoD's public certificates in their web browser. That can be done using a tool called InstallRoot that will install the DoD root PKI certificates on client browsers. InstallRoot is available by clicking on the Trust Store tab on this page: <http://iase.disa.mil/pki-pke/Pages/tools.aspx>. Look for the InstallRoot NIPR Windows Installer and download the version appropriate for your operating system. A User Guide for the InstallRoot tool is also available on this page. InstallRoot is supplied by the Defense Information Systems Agency (DISA), which handles related security matters for the DoD.

For corporations, businesses or individuals with a local systems administrator, we recommend that installation of the DoD certificate be handled at the IT policy level through coordination with your local systems administrator. Once these certificates are installed, your browser should not display security warnings, as the certificate will be recognized by the browser.

Q2. [Why can't I get to the website?](#)

If the hyperlink is valid and you're receiving this error, any of the following could be the reason you're receiving an error:

- Your computer was able to communicate with DMDC, but DMDC is unable to find what you requested.
- You could have followed a broken or dead hyperlink.
- Internet connectivity has been lost.
- The website is temporarily unavailable.
- The Domain Name Server (DNS) is not reachable.
- The Domain Name Server (DNS) does not have a listing for the website's domain.

- There might be a typing error in the address.
- If this is an HTTPS (secure) address, click Tools, click Internet Options, click Advanced, and check to be sure the SSL and TLS protocols are enabled under the security section.

Q3. [Does the website restrict my access in any way?](#)

For Single Record Requests and Multiple Record Requests, a username and password are required. The intent of the website is to handle requests to generate individual certificates or perform Multiple Record Requests.

Each SSN and last name provided is recorded with your IP address, Report ID, and timestamp for audit purposes. The site is not set up to handle automated scripts and you must upload files individually. DMDC identifies automated scripts at a threshold of 1,000 hits per hour and may reserve the right to turn off access to IP addresses generating high traffic levels if these levels would deny access to individual users.

Q4. [Is the information between my computer and the DMDC database encrypted?](#)

All internet communications between your computer and the DMDC SCRA website is encrypted using SSL standards set by the Department of Defense. For additional information see [Why am I receiving a Security Certificate error message \(Digital Certification Help\)?](#)

Q5. [Who do I contact for general website assistance?](#)

For questions regarding information you have received from SCRA, please call:

Customer Data or Certificate Questions: For questions related to DEERS data, the information on SCRA certificates, a service member's status, or military service contacts, please call the DMDC DEERS Support Office (DSO) at 1-800-538-9552.

Technical Issues/Web Site Issues: For technical questions such as site connectivity concerns, access to site, error codes, Multiple Record Requests, or general website assistance, please call the DMDC Technical Support Center (DSC) at 1-800-477-8227.

Q6. [Does the website maintain cookies?](#)

This web site does not use persistent cookies (persistent tokens that pass information back and forth from the client machine to the server). This web site may use session cookies (tokens that remain active only until you close your browser) in order to make the site easier to use. DMDC DOES NOT retain a database of information obtained from these cookies.

Q7. [Can I use SCRA for employment verification?](#)

SCRA does not provide past or present employment verification. Information provided by SCRA is only for the purpose of verifying an individual's active duty status for a given active duty status date to determine if they are eligible for protection under the Servicemembers Civil Relief Act.

Q8. [Where does it say Title 32 isn't covered?](#)

Title 32 outlines the role of the United States National Guard; normally Title 32 members are not covered under SCRA. Those Title 32 members and others who meet the criteria referenced in Title 50 USC App. § 3901 below are accurately represented on the SCRA website.

In order to be considered for SCRA coverage a Title 32 member must be called "...to active service authorized by the President or the Secretary of Defense for a period of more than 30 consecutive days under section 502(f) of title 32, United States Code, for purposes of responding to a national emergency declared by the President and supported by Federal funds." Title 50 USC App. § 3901 et seq, as amended, states the following:

"TITLE 50, APPENDIX - WAR AND NATIONAL DEFENSE

SERVICEMEMBERS CIVIL RELIEF ACT

ACT OCT. 17, 1940, CH. 888, 54 STAT. 1178

TITLE I - GENERAL PROVISIONS

Sec. 3911. Definitions

For the purposes of this chapter:

(1) Servicemember

The term "servicemember" means a member of the uniformed services, as that term is defined in section 101(a)(5) of title 10, United States Code.

(2) Military service

The term "military service" means -

(A) in the case of a servicemember who is a member of the Army, Navy, Air Force, Marine Corps, or Coast Guard -

(i) active duty, as defined in section 101(d)(1) of title 10, United States Code, and

(ii) in the case of a member of the National Guard, includes service under a call to active service authorized by the President or the Secretary of Defense for a period of more than 30 consecutive days under section 502(f) of title 32, United States Code, for purposes of responding to a national emergency declared by the President and supported by Federal funds;

(B) in the case of a servicemember who is a commissioned officer of the Public Health Service or the National Oceanic and Atmospheric Administration, active service; and

(C) any period during which a servicemember is absent from duty on account of sickness, wounds, leave, or other lawful cause."

Q9. [What is Title 32 vs Title 10 with respect to SCRA?](#)

The United States Code, under Title 10, outlines the role of the Armed Forces and the legal basis for their responsibilities, missions and organization. Title 10 service is covered by SCRA. The role of the United States National Guard is outlined under Title 32. Title 32 members are normally not covered under SCRA, unless they meet the specified criteria covered in question 8.

- Under authority of Title 32 of the U.S. Code, the National Guard is federally funded but under the command and control of the state's governor even though the Guard is employed "in the service of the United States." The purpose of the service may be either shared state/federal or for a primary federal purpose.
- Title 10 duty—Under authority of Title 10 of the U.S. Code, the National Guard is deployed by the President for a federal purpose; command and control rests solely with the President and the federal government.

Q10. [How do I get rid of the Security error I get on your site?](#)

For corporations, businesses or individuals with a local systems administrator, we recommend that installation of the DoD certificate be handled at the IT policy level through coordination with your local systems administrator. Once these certificates are installed, your browser should not display security warnings, as the certificate will be recognized by the browser. See [Q1](#) above for additional information.

Q11. [Does the Security Certificate error I get on the SCRA website mean the site is not secure?](#)

The Security Certificate error indicates the digital certificate has not been installed by the manufacturer of your browser. See [Q1](#) above for additional information.

SCRA uses Hyper Text Transfer Protocol Secure (HTTPS), a secure protocol which allows secure transactions to occur on the Internet. Web browsers such as Internet Explorer and Firefox display a padlock icon to indicate that the website is secure, and it also displays https:// in the address bar.

When a user connects to a website via HTTPS, the website encrypts the session with a digital certificate. A user can tell if they are connected to a secure website if the website URL begins with https:// instead of http://.

Q12. [How long do you keep the information in the database?](#)

Every result file is retained by the website for 15 calendar days following the Upload date. If you have not downloaded your result file during the 15 day retention period and still wish to retrieve the results, you must upload the file again for re-processing.

Q13. [How do I get an SCRA Certificate?](#)

Certificates are provided as a result of a Single Request inquiry or by selecting the certificate option on the Multiple Record Request Upload screen. The certificate is the xx produced via this website. (where xx is memorandum, letter, something)

Q14. [Receiving a 'Missing Required Field' error](#)

Indicates the minimum-required Social Security Number and Last Name, or Last Name and Date of Birth, were not entered.

Q15. [Receiving a 'Social Security Number is Invalid' error](#)

The Social Security Number must be 9 digits long (e.g., 123456789) and should include only numbers. Do not include dashes (-), periods (.), slashes (\ /), spaces, letters, or any other characters. If you are entering a SSN with less than 9 characters, the number should be preceded with zeros (e.g., 001234567).

Q16. [Receiving 'Invalid Date' error](#)

Single Record Request

The Date of Birth and Active Duty Status date must be entered in the following format for a Single Record Request: MM/DD/YYYY, where MM designates the two digits needed for the Month, DD designates the two digits needed for the Day, and YYYY designates the four digits needed for the Year.

Multiple Records Request

The Date of Birth and Active Duty Status As Of date must be entered in the following format for a Multiple Records Request: YYYYMMDD, where YYYY designates the four digits needed for the Year, MM designates the two digits needed for the Month, and DD designates the two digits needed for the Day. Do not include dashes (-), periods (.), slashes (\ /), spaces, letters, or any other characters for Year, Month, or Day.

Q17. [Receiving 'Error Uploading File' message](#)

Request files must be 'fixed width' and follow the [Formatting the Request File](#) format. If any records within the file does not meet the file requirements, the entire file will fail to upload. An error message will appear, detailing which records (up to five lines per error message) do not meet the file requirements and why. You must fix the records and re-upload the file.

Example

Error uploading file: SCRA_MAX_BATCH_1.txt. [Line 1 : less than minimum allowable characters found in line, Line 2 : less than minimum allowable characters found in line, Line 3 : less than minimum allowable characters found in line, Line 4 : less than minimum allowable characters found in line, Line 5 : less than minimum allowable characters found in line]

Q18. [How many Requests can I make each day?](#)

Single Record Request

The number of Single Record Requests you can make in a day is limited to 1,000; however, keep in mind that each SSN and last name provided is recorded with your IP address, Report ID, and timestamp for audit purposes and DMDC reserves the right to turn off access to IP addresses generating high traffic levels if these levels would deny access to other users.

Multiple Records Request

The number of files for Multiple Record Requests you can make in a day is limited to 50 files uploaded per day.

Q19. [What is the maximum number of individuals I can request in one file?](#)

The maximum number of individuals allowed in a Multiple Record Request can be viewed on the SCRA Batch Request Upload screen. This number may change periodically, so please check the website.

Q20. [Can I request multiple dates for one individual?](#)

Yes. Enter the information on the individual as if they were a separate and unique individual in the file, but with a different Active Duty Status As Of date.

Q21. [Do the Request file filenames need to be unique in order to upload?](#)

No. The website will consider every file uploaded as a unique file, even if the file from your computer has the same filename as a file previously uploaded to the website. The Request file must be a TXT (text) file.

Q22. [What format does the Request file need to be in?](#)

The Request file must be a .TXT (text) file.

Q23. [Does the SCRA website include ALL active duty periods?](#)

No. SCRA only reports on active duty status since September 30, 1985. The SCRA website only reports Title 10 active duty (AD) periods. AD periods of less than 30 days of length are not currently included on the SCRA website.

Q24. [How long do you keep Multiple Record Request Certificate files?](#)

Every Multiple Record Request Certificate file will be retained by the website for 10 calendar days following the Completed Processing date. If you have not downloaded your Certificate file during the 10 day retention period and still wish to retrieve the Certificates, you must upload the Request file again for re-processing. On average, the website will attempt to deliver a Certificate file within 24 hours following the Upload

date/time; however, depending on extenuating circumstances, a Certificate file may be returned after 24 hours has passed. DMDC recommends that you return to the website any time within or after 24 hours from the time you uploaded the Request file to check on the status of your Certificate file(s). See [File Status](#) for additional information.

Q25. [How long will the website keep my Result files?](#)

Every Result file will be retained by the website for 10 days. If you have not downloaded your Result file during the 10 day retention period and still wish to retrieve the results, you must upload the file again for re-processing.

On average, the website will attempt to deliver a Result file within 24 hours following the Upload date; however, depending on extenuating circumstances, a Result file may be returned after 24 hours has passed. DMDC recommends that you return to the website any time before or after 24 hours from the time you uploaded the Request file to check on the status of your file(s). See [File Status](#) for additional information.

Q26. [When will my Result file\(s\) be available?](#)

On average, the website will attempt to deliver a Result file 24 hours following the Upload Date; however, depending on extenuating circumstances, a Result file may be returned before or after 24 hours has passed. DMDC recommends that you return to the website any time within or after 24 hours from the time you uploaded the Request file to check on the status of your file(s). See [File Status](#) for additional information.

Q27. [I can't find my Result file\(s\) anymore, why not?](#)

Result files are only retained by the website for 10 days. If you have not downloaded your Result file during the 10 day retention period, this file has been discarded. You must upload the file again to obtain results.

Q28. [How can I download multiple Result files at a time?](#)

The system was designed to only download one file at a time.

Q29. [Where are the Certificates for each individual in the Result file?](#)

Certificates are provided if you have requested them on the Upload File(s) screen, see Request Multiple Records.

Q30. [Do I need an Account?](#)

If you only need to obtain information on one individual at a time, known as a Single Record Request, then you do not need to create an account; however, if you need to obtain information on multiple individuals at one time, then you must Create an Account.

Q31. [Why did my session expire?](#)

SCRA will automatically log users out of a session after a set period of inactivity. Once a user has logged in, if there is no activity for 10 minutes or more, the session will be terminated. (See [Session Timeout](#))

Q32. [What if I forgot my Username and/or Password?](#)

Password

If you forget your account's password, you can reset it if you remember your Username and the answers to the challenge questions you entered during account creation. See Reset Password for instruction on how to reset your account password.

Username

If you don't remember your username and/or the answers to the challenge questions you entered during account creation, you will need to create a new account by clicking Need a New Account on the Multiple Records Request Log-in page.

Q33. [Why is my account disabled?](#)

Inactivity

If your account becomes inactive after 90 days, the system will automatically disable your account and you will no longer have access to the file(s) you uploaded under that account.

Forgotten Username/Password/Challenge Questions

If you cannot successfully answer the Challenge Questions after three attempts during the Reset Password process, your account will be immediately disabled.

Q34. [How can I get Result file\(s\) from a disabled account?](#)

If your account becomes disabled, you will no longer have access to the file(s) you uploaded under that account. To Request Multiple Records again, you must create a new account, Need a New Account.

Any previous requests, no matter the status of the request, will need to be re-requested after you create a new account

Q35. [How can I contact the Military Services for additional information?](#)

Army:

Army Human Resource Service Center
1-888-ARMYHRC (1-888-276-9472)
Email: askhrc.army@us.army.mil

Navy:

Navy World Wide Locator
Navy Personnel Command

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PERS 1
5720 Integrity Drive
Millington, TN 38055
1-866-U-ASK-NPC (1-866-827-5672)

Marine Corps:
HEADQUARTERS U S MARINE CORPS
PERSONNEL MANAGEMENT SUPPORT BRANCH (MMSB-17)
2008 ELLIOT ROAD
QUANTICO, VA 22134-5030
Phone number: 703-784-3941 / 3942 / 3943

Air Force:
HQ AFPC/DS1W
550 C St West Ste 50
Randolph AFB, TX 78150-4752
Total Force Service Center (800-525-0102)

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